**Technician Training Plan**

Training a new technician can be work because there are so many things to be being a help desk technician. The technician must have a knowledge of computers and how a computer works. A technician must also have experience with many operating systems such as:

* Windows
* MacOS
* Android
* iOS

The first step to the training process is to have them look over the proper documentation such as the policies and manuals. Next step is to show the new trainee around the work environment, so they can familiarize themselves with the work area and the locations of the tools.

If the trainee has little experience working with machines and tools, demonstrate the common issues and solutions to hardware fixes such as:

* disconnection of displays
* antenna cables
* battery removals

Demonstrate how to use the tools the proper and safe way. Go over safety procedures such as wearing gloves when working with batteries, careful with sharp objects like small screwdrivers and tweezers, and what to do in case of fires from batteries and electrical components.