New IT Employee Training SOP

Purpose

To establish a standardized onboarding and training process for new IT personnel. This SOP ensures consistent knowledge transfer, security and policy alignment, operational readiness, and clarity around departmental expectations for technical and support roles. This SOP applies to all new hires in the IT department, including employees, contractors, and interns, regardless of duration.

1. Pre-Onboarding
2. Assign a ticket labeled “IT Onboarding – [Employee Name]” in internal ticketing system.
3. Provision laptop or desktop using the Device Setup and Configuration SOP.
4. Set up user account, provide applicable permissions, and assign Microsoft 365 license and other licenses, as needed.
5. Confirm access to InvGate, Microsoft 365 Admin Center (if applicable), and internal IT SOP repository.
6. Prepare digital onboarding folder containing organizational chart of IT team and contact list, SOP index, and onboarding checklist.
7. Orientation
8. Conduct welcome briefing: introduce the organization’s mission, IT team roles, and support philosophy.
9. Walk through organizational policies on device usage, acceptable behavior, and helpdesk support model.
10. Review key SOPs relating to incident handling, general troubleshooting, device loss or theft, and misuse of device.
11. Assign required compliance and cybersecurity training.
    1. Track completion in training log.
12. Shadowing and Technical Training
13. Schedule shadowing blocks with IT staff in key areas: device management and inventory, device setup and provisioning, cloud system administration, and helpdesk and incident escalation.
14. Assign practical tasks:

* Provision a test laptop
* Simulate password reset and account lockout resolution
* Walk through ticket lifecycle from intake to closure
* Review and summarize 1 SOP of their choosing

1. Ongoing Support and Check-ins
2. Supervisor conducts a 15-minute end-of-week check-in at the end of new hire’s first and second week.
3. Address any technical blockers, policy confusion, or access gaps.
4. Maintain an open mentorship channel via Teams or scheduled office hours.
5. Evaluation
6. Review onboarding checklist for task and module completion.
7. Conduct a performance and engagement evaluation based on completion of trainings, understanding of internal tools, and comfort with SOPs and escalation procedures.
8. Gather feedback from the new hire:

* What worked well?
* What was confusing or missing?
* Suggestions for improving the onboarding process

1. Documentation and Recordkeeping
2. Maintain a training checklist signed by the new hire and supervisor.
3. Log all completed trainings and assigned SOPs in the internal tracking system.
4. Store onboarding records in a secure IT training folder for at least one year.

This SOP must be reviewed annually or after any significant changes to onboarding procedures, software platforms, or department structure.