

Below are some sample onboarding activities that one IT company uses. These might be used to develop simulated workplace experiences in STEM technician classrooms.

## **Mentoring Program**

Initial employee on-boarding is divided into two primary phases: orientation and mentoring.

Orientation involves 3-week period of formal classes that cover a range of topics from shared support systems, business procedures and technical concepts like:

- DNS
- Linux File Permissions and Navigation
- Introduction Regex
- cPanel/WHM Introduction
- Plesk Introduction
- Networking for System Administration
- MySQL/ Database
- Email and Spam Management

Additionally employees go through live customer interactions that are proctored by instructors.

At this point employees should have a core understanding of the technologies and products we support and have had supervised interactions with customers.

Employees enter the mentoring phase following the completion of orientation. We have learned that classroom and supervised learning experiences are an excellent for building a good technical base but true competency doesn't occur until administrators are on the floor working customers issues on a daily basis.

In principal the mentor program was designed to oversee the transition from new hire to established administrator by pairing employees with tenured technicians "Mentors" who are dedicated to assisting new hires in applying everything they learned within the classroom while also providing formal and informal training as needed. The Mentor Program seeks to verify that mentees are both aware of and are able to uphold the standards of their given department.

## **Interview Topics**

Here some IT scenarios covered in job interviews:

**Linux ABCs** - Candidate is given a 1:15 to write down as many Linux commands per letter that they can and then the interview panel will dive into the candidates knowledge of the written commands and their general use cases

**DNS Records** - The candidate will be asked to define what is DNS and to explain its different record types and uses to the panel

**Website Down Scenario** - The candidate must walkthrough troubleshooting steps to diagnose a customer website that is not working based off of information being provided the panel that is playing the role of the customer.

**Linux File Systems and System Navigation** - The candidate is given a mock system to perform various actions (determined by panel)

## **Ticket Rating**

We assess our “help tickets” using the following scale and focus areas:

### **Grading Scale**

<b>1</b>	<b>Under Performed - Fail</b>
<b>2</b>	<b>Met Expectations - Pass</b>
<b>3</b>	<b>Exceeded Expectations - Pass with Distinction</b>

### Focus Areas

- Set Appropriate Customer Expectations
- Timeliness of Response and Support
- Ticket Satisfaction
- Customer Service (Use of clear and professional language, engagement, etc)
- Technical Annotation
- Issue Investigation