

Entry-Level Technical Hire 90-Day Plan aka "Boot Camp"

Day	Day of Week	Task/Goal
1	Mon	Receive Equipment, HR Paperwork, Team Lunch, Culture and Core Values Orientation, Assign a Peer Buddy
2	Fri	Meet with Manager - Discuss Career Aspirations and 90-day Plan, Identify Target Certs
2 thru 19	Weekdays	Tools and Tactics Training (90 min/Day)
2 thru 19	Weekdays	Peer Buddy Shadowing and Mentoring
2 thru 90	Weekdays	Scheduled Cert Study Time (30 min)
5	Fri	Check-In with Manager (15 mins)
12	Fri	Check-In with Manager (15 mins)
19	Fri	Check-In with Manager (15 mins)
22 thru 26	Weekdays	Tech takes Support Calls while shadowed by Peer Buddy or Manager
26	Fri	Extended Meeting with Manager, Review what they're learning, what they are liking, where they are struggling. Review a few of their tickets. Provide constructive feedback. (30 mins or lunch)
29	Mon	Tech begins taking support calls solo
33	Fri	Check-In with Manager (15 mins)
40	Fri	Check-In with Manager (15 mins)
45	Weds	Deadline to Pass First Cert
47	Fri	Check-In with Manager (15 mins)
52	Weds	Shadow and/or Assist Senior Engineer (2 hr)
54	Fri	Extended Meeting with Manager, Review what they're learning, what they are liking, where they are struggling. Review a few of their tickets. Provide constructive feedback. (30 mins or lunch)
61	Fri	Check-In with Manager (15 mins)
68	Fri	Check-In with Manager (15 mins)
75	Fri	Check-In with Manager (15 mins)
82	Fri	Extended Meeting with Manager, Review what they're learning, what they are liking, where they are struggling. Provide constructive feedback. (30 mins or lunch)
89	Fri	Deadline to Pass Second Cert
92	Mon	Judgement Day - Termination, Deadline Extension / Remediation Plan, or Give Raise and set new goals

Notes:

All daytime events should be scheduled in the tech's PSA calendar before they start!

Peer Buddy: Should be someone doing things right who is ready, willing, and able to mentor the newbie

Team Lunch: The company buys lunch and does an intro any time someone new starts.

Career Aspirations: Can steer what certs they are assigned and what they hook up with senior resources on.

Tools and Tactics Training: This can be some vendor training on products techs will be using all the time, but it should also include "our way of doing things" (how to fill in a ticket properly, etc.)

Manager Meetings: Should be used to encourage, correct, and challenge the tech. As long as the tech is with the company, the manager's job is to facilitate their success.

Certs: Yes, they'll learn some things, but it's more about testing work ethic and "skin in the game". You are looking for follow-through and achievement.

Judgement Day: After 90 days, the tech should be fired, given one more chance, or recognized as a valued team member who is on track and valuable to the team.

**ENCORE**
STRATEGIC