



## **Alex Garcia-Rangel**

*Student Information Systems Manager*

*Department of Information Technology*

### **Background**

In 1998, Alex Garcia-Rangel joined the Harvard School of Public Health as a temporary employee answering telephones at the help desk for the Department of Information Technology (IT). After one week into his position, Alex was approached by his manager and was asked if he would consider coming onboard as a permanent employee. Alex took advantage of this opportunity and spent a lot of his own time reading, researching and asking questions to his fellow colleagues in an effort to learn more and develop his skill set as a new HSPH staff member.

After a couple years in this role, Alex was promoted to PC Support. Shortly after, he was then promoted to Senior PC Support. Alex's goal was to eventually work on the Server team, so he stayed late for monthly maintenance and troubleshooting and assisted with two email migrations. He continued to ask questions to those in his department that had been successful. With research and hard work, Alex achieved his goal and was eventually promoted to the Server team. He was in this role for about 5 and 1/2 years and was just recently promoted again to Student Information Systems (SIS) Manager. He knew going into this position that there would be a learning curve but was ready to take on a new challenge.

### **Attributes for Success**

When asked what attributes led to Alex's success over the years, he responded with

“great role models, a supportive environment and the desire to learn and be challenged.” He continued to explain that he invested much of his own time doing his own research and developing his skills. He also took advantage of many courses provided by the Center for Workplace Development (CWD) including training for new managers and MAC support training. Since the technology world is always changing, Alex took advantage of trainings whenever possible.

When asked who inspired Alex, he responded with, “The people I work with.” He continued to say that they not only inspired him, but have always been extremely supportive throughout his career and have taught him so much. He described his working environment as both supportive and fun. His team knows how to work hard and get the job done but have fun at the same time.

When asked about what advice he would give to others within his community, Alex told me that patience, dedication and hard work are the keys to success. There are a lot of opportunities out there to develop and gain new skills, so it is important to take advantage of the trainings available. He also went on to state that it is also important to always challenge yourself and get out of your comfort zone.

### **Most Enjoyable Part of Working at the Harvard School of Public Health**

What does Alex enjoy most about working at Harvard? His response, “The people I have the opportunity to work with, a great IT team and the interaction with staff and faculty within the Harvard community. It is also great to work with Harvard University Information Technology (HUIT) and other departments and learn how they do things. I am in an environment where I am constantly learning and challenging myself.”

When asked what risks he took, Alex answered by saying that every time he took on a new position he was taking a risk. When you challenge yourself and get out of your comfort zone it can be risky but rewarding at the same time. If he did not challenge himself throughout his career, he would not be where he is today.

**Resource to You**

Interested in learning more about Information Technology or getting one on one advice from Alex himself? Contact him directly via email!

**How About You?**

Interested in telling us your success story? Let us know by sending an email to [cmieses@hsph.harvard.edu](mailto:cmieses@hsph.harvard.edu).