

Jimmy Tran

Jimmy Tran provided Sixth College with invaluable IT support during the transition to North Torrey Pines Living and Learning Community. We would like to highlight his help in this interview!



What is your job title?

My current position is Systems Administrator 2. I have held job titles of Computer Resource Specialist 2 and Business/Tech Support Analyst 2 previously at UCSD.

How long have you worked with the Colleges?

I worked with the Colleges for two and a half years.

What kind of work did you do with Sixth College during the move?

It was exciting to see Sixth College move into the North Torrey Pines Living and Learning Neighborhood from its old location at Pepper Canyon. Moving during the pandemic was a little bit more challenging but I'm glad I was a part of it.

I helped the staff transition from desktop computers to laptops in order to better support remote work and eventually a hybrid work environment.

What kinds of duties do you have at work?

My job is to provide IT support for the Jacobs School of Engineering including staff, faculty, and labs for the various departments within Engineering. I primarily work with end users on troubleshooting and resolving IT issues. I also provide network, printer, and user management.

What's the most exciting part of your job?

It sounds cheesy but being able to help people is the most exciting part of my job. Helping users with technology and empowering them by sharing my IT knowledge has always been something that I enjoyed. I also enjoy problem-solving, overcoming challenges, and implementing strategies that would benefit everyone involved.

What's something you find challenging about your work?

Finding time to do everything is probably the greatest challenge! Problems that require an urgent response or unexpected last-minute requests from colleagues can create that hectic feeling. We have to prioritize our daily working tasks so there may be projects that take longer than one would expect due to scheduling.

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What is your favorite thing about working at UC San Diego?

I would say the students and staff here are one of my favorite things about working at UCSD. Being a UCSD alumnus myself I have continued to learn beyond my economics degree by working at a top-tier research university. Seeing the campus change and grow from the time I was a student until now has also been a fun part of my career.

