

Ryan Blake Bussey

Computer Engineer | Instructional Technologist

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PROFESSIONAL SUMMARY

Computer Engineer and Instructional Technologist with experience in higher education technology, enterprise endpoint management, ServiceNow development, and hardware-software integration. Develops practical tools for instructional workflows, including a locally hosted, AI-assisted PDF accessibility remediation prototype.

CURRENT EXPERIENCE

University of Texas at El Paso | Instructional Technologist III, College of Education

Jun 2026 - Present

- Oversee all technology for the College of Education, including classroom AV, computer labs, and specialized instructional systems.
- Manage and mentor a team of ~5 employees, assigning work, scheduling, and handling escalations.
- Coordinate support and projects for faculty, staff, and the Dean's office; serve as primary escalation for instructional-technology issues.
- Maintain and edit the College website, manage room reservations, coordinate procurement of technology and devices, and handle asset surplus and inventory.
- Implement and oversee deployment, configuration, and security of endpoints and classroom devices (JAMF, Intune, imaging), building on prior endpoint-management work.
- Lead training and create documentation to help faculty and staff adopt instructional technologies and pedagogy-supporting tools.

FEATURED PROJECT

AI-Assisted PDF Accessibility Remediator

Working prototype | Copyright pending | Python, Flask, Ollama, PDF processing

- Developed a locally hosted web application combining PDF processing and local AI with human review for accessibility remediation.
- Built workflows incorporating OCR, document tagging, AI-assisted alternative-text generation, and review screens for proposed changes.
- Prepared technical and third-party software licensing documentation for university review and pilot planning.

TECHNICAL SKILLS

Development: Python, Flask, ServiceNow development, C, C++, assembly, Verilog, VHDL

AI and document processing: Ollama, local AI integration, OCR, PDF processing

Systems: JAMF Pro, Microsoft Intune, SCCM, Active Directory, Linux, macOS, Windows

Support and infrastructure: BeyondTrust, ServiceNow ITSM, TCP/IP, LDAP, DNS, classroom AV

PROFESSIONAL EXPERIENCE

University of Texas at El Paso | Enterprise Desktop Management Specialist

May 2025 - Jun 2026

- Administered and maintained JAMF Pro and Microsoft Intune for macOS, iOS, Windows, and Android devices.
- Developed ServiceNow UI Actions, catalog items, and automated workflows to streamline IT service delivery.
- Deployed custom configurations, compliance policies, and applications to ensure secure standardization.
- Created and managed deployment scripts for software distribution, OS imaging, and updates.
- Designed and implemented automated macOS deployment workflows and security baselines.
- Provisioned Teams telephony devices and managed zero-touch deployments via Intune.
- Provided tier-3 escalation support for complex endpoint and integration issues.
- Maintained documentation, standards, troubleshooting guides, and knowledge base articles.
- Coordinated with IT security teams on patching and vulnerability remediation.

Northern Arizona University | Senior IT Support Analyst

Feb 2022 - May 2025

- Provided technical support to faculty, staff, and students across Windows and macOS systems.
- Used BeyondTrust, Active Directory, LAPS, SCCM, and ServiceNow for remote and local support.
- Deployed Teams telephony and Android devices using Microsoft Intune.
- Created and maintained knowledge base articles for support documentation.
- Trained and mentored student workers in IT support procedures and professionalism.

Best Buy | Computing Associate / Geek Squad

Aug 2021 - Oct 2022

- Provided technology consultation and troubleshooting for customers on macOS and Windows systems.
- Assisted Geek Squad operations, scheduling, and customer guidance.
- Explained technical concepts clearly to non-technical users and maintained exceptional service.

ADDITIONAL EXPERIENCE

Northern Arizona University | Senior Student Technician

Aug 2019 - Feb 2022

- Provided technical support for Windows, macOS, Linux, iOS, and Android devices, troubleshooting hardware, software, and network issues.
- Delivered phone and in-person support using BeyondTrust (Bomgar) for remote assistance and issue resolution.
- Trained and mentored new Student Technicians, improving team proficiency and knowledge of NAU IT systems.
- Utilized JAMF Pro, DeployStudio, and self-service tools for macOS imaging, software deployment, and updates.
- Assisted in network infrastructure tasks, including Ethernet wiring, access point troubleshooting with Cisco Prime, and connectivity tuning.
- Developed tools and workflows, including a Linux Diagnostic Tool, to enhance efficiency within the Student Technology Center.

Good Faith Energy | IT Support

Aug 2018 - Aug 2021

- Built and deployed internal servers and provided employee technical support for Windows/macOS.
- Managed Google Admin accounts and network configurations (TCP/IP, LDAP, AD, DNS).
- Assisted customers with remote troubleshooting and guided IT solutions.
- Scheduled on-site support visits for employees and customers.
- Trained and mentored new IT team members in best practices.

Good Faith Energy | Electrical Engineering Intern

May 2018 - Aug 2018

- Assisted in the design and optimization of residential and commercial solar PV systems.
- Conducted load calculations, system sizing, and component selection.
- Used AutoCAD, Helioscope, PVsyst, Aurora Solar, SKM Power*Tools, ETAP, and ArcGIS for system layouts and analysis.
- Prepared technical documentation, single-line diagrams, and ensured NEC/UL compliance.
- Collaborated with engineers and project managers to develop cost-effective solar solutions.

EDUCATION

Northern Arizona University | B.S. Computer Engineering

2019-2025

Focus: embedded systems, digital logic, computer architecture, and hardware-software integration. Programming and design experience includes C, C++, Python, assembly, MATLAB, Verilog, VHDL, and PCB design.

Capstone: Formula SAE Electronic Shifting System

- Designed an electronic shifting system using an Arduino Nano Every and a 12V servo motor, with paddle-shifter inputs and Raspberry Pi dashboard integration.
- Conducted torque testing and collaborated with the mechanical team on housing iterations and vehicle integration.