

RYAN BLAKE BUSSEY

Endpoint Engineer / Endpoint Management Specialist

Relocating to Greater Boston Area | June 2027

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PROFILE

Endpoint management professional and computer engineer with experience administering Microsoft Intune and Jamf Pro across Windows, macOS, iOS, and Android. Background includes automated enrollment, application deployment, compliance policies, security baselines, OS imaging, patch coordination, and tier-3 troubleshooting. Currently oversees College of Education technology, including endpoint configuration, classroom devices, labs, and support operations.

TECHNICAL SKILLS

Endpoint management: Microsoft Intune, Jamf Pro, SCCM, DeployStudio; Windows, macOS, iOS, Android

Deployment & security: Automated enrollment, zero-touch provisioning, application packaging, OS imaging, deployment scripts, compliance policies, security baselines, patching

Enterprise support: Active Directory, LAPS, BeyondTrust, ServiceNow, Teams telephony, Infoblox; TCP/IP, DNS, LDAP; configuration standards and knowledge base documentation

PROFESSIONAL EXPERIENCE

Instructional Technologist III

University of Texas at El Paso, College of Education | Jun 2026 - Present

- Oversee endpoint deployment, configuration, and security for College of Education computers and classroom devices using Jamf, Intune, and imaging workflows.
- Manage technology across classroom AV, computer labs, and specialized instructional systems; handle escalated technical issues for faculty and staff.
- Coordinate device procurement, inventory, asset surplusing, and technology projects; create documentation and deliver user training.

Enterprise Desktop Management Specialist

University of Texas at El Paso, Technology Support | May 2025 - Jun 2026

- Administered and maintained Jamf Pro and Microsoft Intune for macOS, iOS, Windows, and Android endpoints.
- Deployed custom device configurations, compliance policies, and application packages to support secure, standardized environments.
- Created and managed deployment scripts for software distribution, OS imaging, and updates; designed automated macOS enrollment and security-baseline workflows.
- Provisioned Teams telephony devices, Android endpoints, and Windows laptops through Intune zero-touch deployment.
- Provided tier-3 escalation support and coordinated patching and vulnerability remediation with IT security teams.

PROFESSIONAL EXPERIENCE | CONTINUED

Senior IT Support Analyst

Northern Arizona University | Feb 2022 - May 2025

- Supported faculty, staff, and students across Windows and macOS, diagnosing hardware, software, and network issues.
- Used BeyondTrust for remote support and Active Directory, LAPS, SCCM, and ServiceNow for enterprise support and incident management.
- Deployed Teams telephony equipment and provisioned Android devices using Microsoft Intune; registered network-attached devices through Infoblox.
- Created knowledge base articles and trained student workers in technical support procedures.

Senior Student Technician

Northern Arizona University, Student Technology Center | Aug 2019 - Feb 2022

- Used Jamf Pro, DeployStudio, and self-service tools for macOS imaging, application deployment, and system updates.
- Performed Windows/macOS upgrades, software installation, configuration, debugging, security updates, and maintenance.
- Troubleshoot Windows, macOS, Linux, iOS, and Android devices, including BYOD systems; assisted with Ethernet wiring and Cisco Prime access point troubleshooting.
- Assisted with development of a Linux Diagnostic Tool and trained new student technicians.

IT Support

Good Faith Energy | 2018 - 2021

- Built and deployed a website-hosting server and supported Windows/macOS employee systems.
- Managed Google Admin accounts and resolved Microsoft/Google account, TCP/IP, LDAP, DNS, and directory-service issues.

Computing Associate / Geek Squad

Best Buy | Aug 2021 - Oct 2022

- Provided Windows/macOS troubleshooting, customer technology consultation, and repair-service guidance.

ADDITIONAL TECHNICAL EXPERIENCE

Electrical Engineering Intern | Good Faith Energy | May 2018 - Aug 2018

Supported solar PV system design, component selection, electrical layouts, and technical documentation.

EDUCATION

B.S. in Computer Engineering | Northern Arizona University | 2025

Academic focus: embedded systems, digital logic, computer architecture, microcontrollers, FPGA design, circuit analysis, and hardware-software integration.

WORKFLOW AUTOMATION

Developed ServiceNow UI Actions, catalog items, and automated workflows supporting IT service delivery; maintained deployment standards, troubleshooting guides, and knowledge base articles.