ISAIAH ANSON

Washington, D.C. metro | Isaiahanson@gmail.com | linkedin.com/in/isaiah-anson-b6544514b | isaiahanson.pages.dev

PROFESSIONAL SUMMARY

IT support professional with four years of experience in federal enterprise environments, with a focus on Apple devices and macOS: Tier 2/3 Mac support, zero-touch iPhone, iPad, and Mac deployment, and mobile device management through Intune, XenMobile, Apple Business Manager, and ADE. Also experienced in user lifecycle work (onboarding, offboarding, accounts, permissions, and access), Microsoft 365 and Entra ID support, and writing SOPs and scripts that make fixes repeatable. Comfortable supporting users in person and remotely. Seeking an IT support role in the DC area.

TECHNICAL SKILLS

Apple & Mobile Device Management: macOS, MacBook hardware and setup, Intune, XenMobile, Apple Business Manager, Automated Device Enrollment (ADE), eSIM activation, iPhone and iPad provisioning and policy enforcement
Identity & Microsoft 365: Entra ID, Active Directory, SSO, MFA, Conditional Access, PKI, Microsoft 365 user accounts, licenses, mailboxes, and groups, user onboarding and offboarding
Systems & Endpoint: Windows 10/11, SCCM/MECM, Group Policy, BitLocker, Azure, VDI and thin clients
Networking & Tools: TCP/IP, DNS, DHCP, Wi-Fi and LAN troubleshooting, ServiceNow, Jira, SolarWinds, Bomgar, Zscaler
Support & Automation: Remote and in-person support, escalation handling, knowledge base and SOP documentation, asset lifecycle and device handoff, PowerShell, CMD/Batch

PROFESSIONAL EXPERIENCE

Tier 2/3 Deskside, MDM & Mac Support Technician 2025 - 2026
ActioNet, Inc., supporting U.S. Department of the Treasury | Washington, D.C.

- Provided Tier 2/3 macOS support, including new Mac setup, user deployment, enrollment, and troubleshooting of MacBook hardware and software for Mac users across the organization.
- Managed the iPhone and iPad fleet via Intune and XenMobile, including zero-touch deployment through Apple Business Manager and ADE, eSIM activation, and security policy enforcement.
- Wrote Mac setup and administration guides, a user deployment SOP, and support email templates so deployments and common fixes were repeatable and consistent across technicians.
- Supported user lifecycle processes, including onboarding with prepared devices and accounts, access and permission changes, and offboarding with device return and reassignment.
- Served as the escalation point for Active Directory, Entra ID, and Group Policy issues, handling access, authentication, SSO, and policy problems that Tier 1 and deskside staff could not close.
- Deployed software and patches via SCCM and PowerShell, and built scripts to copy and move files by keyword, remove multiple user profiles, and trigger Group Policy and SCCM client actions.
- Documented root cause and resolution in every ticket and escalated issues beyond Tier 2/3 scope to desktop engineering, network, or security teams.

Deskside Support & Mobile Device Management Technician 2024 - 2025
RCG, supporting U.S. Department of the Treasury | Washington, D.C.

- Managed iPhone MDM through Intune and XenMobile, handling enrollment, compliance, device resets, and carrier and eSIM activation for government-issued phones.
- Supported desktops, laptops, and thin clients on-site and remotely, including hardware swaps, imaging, software installs, and VDI session issues.
- Supported onboarding and offboarding by setting up and issuing devices, creating and updating Active Directory accounts and groups, and processing access requests and mobile device agreements.
- Troubleshot BitLocker recovery, Zscaler connectivity, and network access problems, using Bomgar for remote sessions and on-site visits for hands-on repairs.
- Diagnosed network connectivity problems (TCP/IP, DNS, DHCP), printers, and Microsoft 365 applications including Outlook, Teams, and OneDrive.
- Deployed applications and updates through SCCM to individual machines and collections, and followed documented procedures for asset release, return, and lost-equipment reporting.
- Coordinated with telecom, desktop engineering, and security teams on desk phone setup, software pushes, and escalated incidents.

IT Service Desk Technician 2022 - 2024

RCG, supporting U.S. Department of the Treasury | Washington, D.C.

- Provided frontline support by phone, email, and ticket through ServiceNow for Office 365 and Active Directory, resolving common issues on first contact and escalating the rest with clear notes.
- Handled account creation, password resets and unlocks, Microsoft 365 mailbox and access requests, and software and hardware troubleshooting for a large federal user base.
- Administered Microsoft Intune, including device enrollment, compliance policies, and iPhone provisioning.
- Used Bomgar for remote sessions and followed knowledge base procedures for BitLocker, network, and application issues, keeping ticket documentation accurate and complete.
- Followed security procedures for sensitive-data incidents and lost or stolen equipment, routing them to the proper teams without delay.

CERTIFICATIONS

CompTIA A+ Certified

EDUCATION

Germanna Community College, Computer Science (pursuing), expected graduation 2027