

NOEL WILLIAMS

Canberra, ACT
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Desktop Support Engineer with a solid IT foundation, actively building cloud and DevOps skills (Azure, scripting, automation) and looking to grow into an infrastructure or platform engineering role.

PROFESSIONAL EXPERIENCE

DIGITAL61 - *May 2023 - Present*

Civic, ACT

- **END USER SUPPORT SPECIALIST**

July 2024 – Present

- Managed endpoint lifecycle across 600+ devices using MECM, including application deployment, Windows patching and software updates
- Developed PowerShell scripts to automate user offboarding, stale device remediation and reporting, reducing manual administrative overhead
- Administered identity and access management across AD, Entra ID, and Intune, implementing RBAC and Group Policy to enforce consistent security and compliance standards
- Provided 24/7 on-call support for an emergency services team, ensuring critical system availability and rapid incident resolution

- **SERVICE DESK ANALYST**

May 2023 – July 2024

- Administered user accounts and access provisioning in Active Directory, including password resets, group memberships and account lifecycle management
- Managed and resolved IT support tickets using ServiceNow, maintaining SLA compliance across a high-volume service desk environment
- Provisioned, configured and maintained end-user hardware including laptops, desktops and peripherals across the organisation
- Diagnosed and resolved hardware and software incidents, escalating complex issues to senior engineers where appropriate

EDUCATION

University of Canberra
Bachelor of Information Technology

Bruce, ACT
2020 - 2024

SKILLS & SOFTWARES

- Critical thinking
- Experience working as a team or alone on tasks to meet a deadline
- Experience with desktop assembly and server setups
- Passion for improvement of both me and my workplace
- VIP and after-hours support
- **Microsoft 365 & Entra ID** - Intune, Entra, Exchange, Defender, Azure AD
- **Endpoint Management** - MECM, Group Policy, device provisioning & compliance
- **Identity & Access Management** - Active Directory, user lifecycle, permissions, GPO
- **Scripting & Automation** - PowerShell, task and system administration scripts

ACHIEVEMENTS

- Automated monthly USB media access reporting using PowerShell, ensuring ongoing compliance with organisational IT security requirements
- Developed a PowerShell offboarding script deployed to remediate 100+ stale user accounts, recovering \$100K+ in annual Microsoft E5 licence costs and reducing 30+ hours of manual effort to a 2-minute automated process running unattended
- Engineered an MECM task sequence to automate the imaging of overseas travel laptops in accordance with ITSA security requirements, incorporating MS Defender enrolment, account creation, BIOS password configuration, BitLocker encryption and secrets management via Passwordstate API
- Developed a scalable PowerShell script to automate access migration during a 300+ device laptop refresh, transferring user permissions from old to new machines and generating audit reports upon completion
- Built and deployed driver packs for all HP laptop models in the environment using the HP Client Management Script Library and MECM, standardising hardware compatibility across the fleet