

Everett Schmidt

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SUMMARY

Information systems leader with 13 years of progressively responsible experience across enterprise technology management, public sector systems, network and cloud infrastructure, cybersecurity governance, ERP services, vendor oversight, and daily IT operations. Leads technical teams, sets practical service measures, coaches staff, and guides performance decisions with more than six years of formal supervisory experience. Develops RFPs, evaluates bids, manages **vendor contracts**, plans operating and capital budgets, and advises executives on technology risk, resilience, procurement, and long range priorities. Establishes AI and LLM governance, reviews data exposure and retention concerns, and translates technical findings into clear decisions. Experience includes **CJIS, HIPAA, FOIA, disaster recovery**, access governance, and infrastructure reliability. Prepared to bring thoughtful public service technology leadership, disciplined operations, and trusted partnership to a municipal environment.

EXPERIENCE

Deputy Director, Information Systems

February 2022 - Present

CivicBridge Technology Services

Ann Arbor, MI

Leads enterprise networks, cloud platforms, cybersecurity, ERP services, business applications, vendor relationships, budgets, procurement, and continuity planning for 14 public service departments. Supervises eight professionals and advises executives on security, resilience, **AI governance**, and operational priorities.

- Led enterprise networks and cloud platforms supporting 14 departments, improving reliable access to public services.
- Supervised eight professionals through work assignment, reviews, coaching, and performance development decisions.
- Established AI and LLM reviews covering data exposure, security, retention, and integration risk.
- Audited MSP tickets and service levels, improving vendor accountability across network, endpoint, and cloud services.
- Prepared operating forecasts and capital recommendations for infrastructure, security, licensing, and continuity investments.
- Directed RFPs, bid reviews, procurement, recovery planning, and executive reporting under CJIS, HIPAA, and **FOIA** controls

Information Systems Manager

July 2019 - January 2022

Midwest Municipal Solutions

Lansing, MI

Managed network, cloud, access, backup, security, ERP integration, vendor coordination, and recovery services for municipal clients. Supervised five administrators while guiding architecture, outage response, technical standards, procurement analysis, and audit readiness.

- Managed network, cloud, backup, security, and ERP integration services for municipal clients.
- Supervised five administrators through workload planning and technical reviews for incidents and upgrades.
- Designed network and cloud roadmaps for facility expansion, documenting dependencies and resilience requirements.
- Resolved high impact outages with engineers, carriers, and vendors, then documented corrective actions.
- Authored access guidance, operating procedures, technical standards, and recovery runbooks for audit readiness.
- Evaluated vendor proposals, licensing, equipment specifications, and statements of work for public sector procurement

Senior Systems and Security Administrator

August 2016 - June 2019

Lakeview Public Systems

Grand Rapids, MI

Administered enterprise servers, identity services, network security, virtualization, and cloud connected systems for government and regulated operations. Led secure architecture changes, compliance evidence, monitoring, recovery exercises, and mentoring for junior administrators.

- Administered servers, identity services, virtualization, and cloud connected systems for regulated operations.
- Designed network segmentation and access changes using least privilege and controlled change practices.
- Maintained CJIS safeguards and HIPAA sensitive systems with configuration evidence and remediation records.
- Built monitoring for servers, networks, backups, and critical services, exposing availability and capacity issues.
- Coordinated recovery exercises that validated backups, dependencies, documentation, and communications procedures.
- Mentored junior administrators through secure configuration, troubleshooting, documentation, and complex infrastructure changes

Systems Administrator

July 2014 - July 2016

Northline Enterprise Technologies

Kalamazoo, MI

Supported Windows server, network, storage, backup, identity, and recovery environments for mid sized organizations. Delivered upgrades, access administration, incident analysis, documentation, and technical evaluations with attention to continuity and maintainability.

- Supported Windows servers, networks, storage, backup, and identity services for client environments.
- Implemented server and network upgrades with validation checklists and rollback procedures for continuity.
- Administered permissions and authentication services under organizational security policies and access controls.
- Investigated incidents through logs, monitoring data, configuration records, and vendor documentation.
- Maintained inventories, network diagrams, procedures, and recovery documentation for support teams.

- Compared equipment, software, lifecycle needs, vendor support, and infrastructure compatibility for evaluations

Junior Systems Administrator

July 2013 - June 2014

TechWorks Support Group

Battle Creek, MI

Supported business networks, Windows servers, user accounts, workstations, backups, hardware deployments, and software upgrades under senior administrator guidance. Built foundational experience in secure administration, ticket resolution, monitoring, documentation, and supervised incident response.

- Supported networks, Windows servers, user accounts, workstations, and backups under senior guidance.
- Resolved infrastructure and access tickets through structured troubleshooting and documented escalation.
- Performed server health checks, patch validation, account administration, and backup verification.
- Updated network diagrams, asset records, configuration notes, and support procedures for consistent maintenance.
- Supported hardware deployments and software upgrades through connectivity and access testing.
- Applied permission reviews, endpoint settings, password policies, and supervised incident response practices

PROJECTS

Municipal AI Governance Program 📅 2024

Created a formal review path for AI and LLM integrations, covering data exposure, access, security, records retention, and departmental approval needs.

Enterprise Continuity Renewal 📅 2023

Guided recovery planning across infrastructure, cloud services, backups, dependencies, communications, and executive reporting for public service operations.

LEADERSHIP & AWARDS

- CISSP and PMP credentials reflect sustained growth from systems administration into security and technology leadership.
- Selected to guide AI governance, vendor accountability, capital planning, and executive technology reporting across public service departments.
- Recognized by technical teams for practical coaching, clear escalation decisions, and steady support during complex outages.

EDUCATION

Bachelor's Degree in Management Information Systems

2013

Western Michigan University GPA: 0

Kalamazoo, MI

***Coursework:** Systems analysis, Network administration, Database management, Information security*

CERTIFICATIONS

- Certified Information Systems Security Professional 📅 2021
- Project Management Professional 📅 2023

TECHNICAL SKILLS

- **Security Standards:** CJIS, HIPAA, FOIA
- **Cloud Platforms:** Enterprise cloud networks, Cloud administration, Cloud integrations
- **Network Infrastructure:** Network security architecture, Network segmentation, Infrastructure monitoring
- **Identity and Access:** Access governance, Least privilege, Authentication services
- **Service Management:** MSP audits, Ticket workflows, Service metrics
- **Business Systems:** ERP systems, Business applications, Application modernization
- **AI Governance:** Artificial intelligence, Large language models, Acceptable use policies
- **Continuity Planning:** Disaster recovery, Backup validation, Recovery runbooks
- **Procurement Management:** RFPs, Bid specifications, Vendor contracts
- **Financial Planning:** Operating budgets, Capital improvement planning, Technology forecasts
- **Systems Administration:** Windows Server, Server health checks, Patch validation
- **Project Delivery:** Project management, Technical standards, Change control

SKILLS

- | | | | |
|---------------------------------|---------------------|--------------------|--------------------|
| • Cybersecurity governance | • LLM governance | • RFP development | • CJIS compliance |
| • Network security architecture | • Staff supervision | • Vendor contracts | • HIPAA compliance |
| • Cloud administration | • ERP systems | • Capital planning | • FOIA compliance |

- AI governance
- Disaster recovery
- Operating budgets

PROFESSIONAL AFFILIATIONS

- Member, Information Systems Security Association, with focus on security governance and professional practice.
- Member, Project Management Institute, supporting disciplined delivery, planning, and stakeholder communication.

LANGUAGES

- English (Native)
- Spanish (Beginner)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST