

# Everett Schmidt

## Deputy Information Systems Director

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📍 Ann Arbor, MI 48104

### STRENGTHS

- 👥 **People leadership**  
Coached eight technical professionals through clear assignments, useful reviews, and growth conversations that built confidence.
- ♥ **Security judgment**  
When sensitive systems needed change, applied least privilege and evidence based review so leaders could decide with confidence.
- 🛡 **Vendor governance**  
Turned ticket reviews and service meetings into clearer MSP accountability, a change that made escalations easier to manage.
- 🚀 **Operational resilience**  
Recovery exercises checked backups, dependencies, and communications in practice, giving teams a calmer response during disruption.
- 🗣 **Executive counsel**  
Translated infrastructure risk, procurement choices, and AI concerns into plain recommendations that public leaders could act on.

### SKILLS

Cybersecurity governance

Network security architecture

Cloud administration

AI governance   LLM governance

Staff supervision   ERP systems

Disaster recovery

RFP development

Vendor contracts   Capital planning

Operating budgets

CJIS compliance

### 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

CivicBridge Technology Services 📅 February 2022 - Present 📍 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

Midwest Municipal Solutions 📅 July 2019 - January 2022 📍 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

Lakeview Public Systems 📅 August 2016 - June 2019 📍 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.

HIPAA compliance

FOIA compliance

LANGUAGES

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|---------|----------|
| English | Native   |
| Spanish | Beginner |

MY CAREER



Deputy Director, Information Systems at CivicBridge Technology Services (4.7 Years)

Information Systems Manager at Midwest Municipal Solutions (2.5 Years)

Senior Systems and Security Administrator at Lakeview Public Systems (2.8 Years)

Systems Administrator at Northline Enterprise Technologies (2 Years)

Junior Systems Administrator at TechWorks Support Group (11 Months)

- 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

Northline Enterprise Technologies 📅 July 2014 - July 2016 📍 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

TechWorks Support Group 📅 July 2013 - June 2014 📍 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

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- 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

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### Bachelor's Degree in Management Information Systems

Western Michigan University 🎓 GPA: 0 📅 2013 📍 Kalamazoo, MI

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

## CERTIFICATIONS

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

## TECHNICAL SKILLS

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- **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

## PROFESSIONAL AFFILIATIONS

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

## ADDITIONAL INFORMATION

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

## REFERENCES

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AVAILABLE ON REQUEST