



COUNTY OF KENOSHA

OFFICE OF THE COUNTY EXECUTIVE
Jim Kreuser, County Executive

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ADMINISTRATIVE PROPOSAL

COUNTY EXECUTIVE APPOINTMENT 2020/21-4

APPOINTMENT OF THE KENOSHA COUNTY CHIEF INFORMATION OFFICER

TO THE HONORABLE KENOSHA COUNTY BOARD OF SUPERVISORS:

Placing special trust in his judgment and based upon his qualifications, I hereby submit to the honorable Kenosha County Board of Supervisors for its review and confirmation the name of:

Mr. Shawn E. Smith
1000 55th Street
Kenosha, Wisconsin 53140

to serve as the Kenosha County Chief Information Officer.

Mr. Smith possesses over 28 years of experience in the field of Information Technology. He has been an employee of the Kenosha County Division of Information Technology for the last 11 years and has served as Assistant Director since January 1, 2014.

Mr. Smith will be replacing Martin Lacock, who is retiring July 3, 2020. Mr. Smith's appointment as Chief Information Officer will become effective upon confirmation of the Kenosha County Board of Supervisors but not earlier than July 3, 2020. He will earn \$124,112 annually.

Respectfully submitted this 11th day of June, 2020.

Jim Kreuser
Kenosha County Executive

Shawn E. Smith

Strategic and Leadership Effectiveness:

- Customer-focused technology leader with proven record of creating a customer-centric environment
- Builds a culture of high-performance and accountability through data-driven metrics based on mutually agreed upon Service Level Agreements (SLA) Key Performance Indicators (PKI)
- Enterprise-wide agent of change through innovation, combined with industry standards driving effective policy (ITIL, PMI) with an eye to organizational fit
- Strategic leader dedicated to customer service; leadership and attitude of "how can it be done" instead of "why it can't be done"
- Creative organizational leader capable of translating business requirements to technology solutions

Kenosha County, Kenosha, WI, Assistant Director

April 2009 - Present

Provide strategy and direction for service delivery throughout IT with a focus on customer satisfaction.

- Developed five-year infrastructure and operations plan implementing hyperconverged server infrastructure to deliver internally hosted solutions with cloud-based solutions driving efficiency and cost efficiency; utilizing key technologies such as Azure Active Directory for Single Sign-on, Office 365, and Ceridian Dayforce
- Built customer driven service organization focused on delivering customer solutions through an understanding of customer needs, departmental requirements, and structured project implementations
- Built new avenues of collaboration and support by incorporating IT support services for local municipalities and multi-organizational services
- Developed and nurtured confidence at all levels of the organization through participation in IT Governance
- Fiscal responsibility; maintain operational management and strategic planning of IT budget meeting 100% of budgetary goals through effective short and long-term planning
- Vendor Management including managing staff augmentation contracts, enterprise software license management, hardware contracts, and negotiations
- Wide-ranging experience in technologies and solutions including support of building internal virtual environment, cloud-based solutions, and integrations
- Leader and Project Manager spanning multiple IT disciplines including server virtualization, back office service transformation including cloud-based solutions such as Office 365, Kronos Time & Attendance, Internal and Public WiFi, and ECM

North American Corp, Glenview, IL, Manager Technical Services

2001 - 2009

- Managed IT service delivery for all facets of corporate infrastructure and support organization including back office, ERP and WMS systems
- Built IT service organization in-line with organizational growth; grew Technical Services from 2-person team supporting 150 users with 5 servers to a diverse team responsible for supporting AS/400 operations, e-commerce site, SQL Servers, Business Intelligence, and more than 350 users
- Drove technology solutions for high-availability (HA) e-commerce site at offsite facility combining HA solutions with rapid Disaster Recovery solution

- Facilitated new business by creating business workflow solutions using SharePoint, custom database applications, and third-party applications driving 4x revenue increase year over year

Covad Integrated Services, Media, PA, Support Services Manager 1998-2001

- Managed Channel Support Center that processed second level support calls for over 750,000 users and monitor network status for hundreds of servers
- Developed SLAs to structure multi-tier support for 24x7x365 support environment; developed escalation procedures, policies, and service monitoring for improve issue isolation
- Led integration of original company, LaserLink Inc, to Covad Integrated Services when Covad purchased all services, staff, and assets

U.S. Air Force, Communications-Computer Operations Supervisor 1992-1998

- Highly valued member of team in every duty location, earning multiple commendations and awards

Education / Commendations

- B.S. in Computer Information Systems, DeVry University, Gurnee, IL, June 2009
- Project Management Professional (PMP), March 2009 – Active, PMI# 1245545
- ITIL v3 Certified, Foundations (2018)