



**MICHAEL D. SANDERS**  
Jackson County Executive

**EXECUTIVE ORDER NO. 15-18**

**TO: MEMBERS OF THE LEGISLATURE  
CLERK OF THE LEGISLATURE**

**FROM: MICHAEL D. SANDERS  
COUNTY EXECUTIVE**

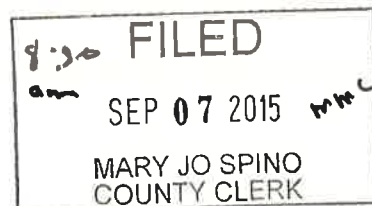
**DATE: SEPTEMBER 14, 2015**

**RE: APPOINTMENT OF DIRECTOR OF THE DEPARTMENT OF  
INFORMATION TECHNOLOGY**

I hereby appoint Michael S. Erickson, as Director of the Information Technology Department, effective October 12, 2015. A copy of Mr. Erickson's resume is attached.

Michael D. Sanders, County Executive

Dated: 9-8-15



## **MICHAEL S. ERICKSON**

15162 West 132<sup>nd</sup> St, Olathe, KS 66062 Mobile: (913) 961-4327  
michael.s.erickson@outlook.com

### **PROFESSIONAL SUMMARY**

**Technology Executive** with experience in Data Center Operations, Service Desk support, Service Management, Managed Services, Infrastructure Design, Data Center Hosting, Operations Management, and Supplier Management. Possesses strong leadership and service management skills leading several complex projects including Data Center transition, server consolidation, and Service Management process development. Other responsibilities include managing an Infrastructure Operations team consisting of Server Administration, Network/Telecom Administration. Expertise in:

- Infrastructure Operations Management
- IO Managed Service Delivery Service Enablement
- Process Excellence
- Operational Excellence
- Infrastructure Governance
- Service Integration
- Infrastructure Strategy
- Technology Integration
- IT Performance and Optimization

### **PROFESSIONAL EXPERIENCE**

**Netsmart Technologies (Overland Park, KS)**  
**Solution Delivery Manager**

**2014-current**

Solution Delivery Manager responsible for ensuring Netsmart services and solutions provide an unrivaled client experience producing exceptional client satisfaction in the Behavioral Health industry. Provide oversight and management on all aspects of a service or solution, driving communication across multiple internal groups (sales, consulting, engineering, and support) with the primary mission of ensuring Netsmart solutions deliver an excellent client experience.

- Provide end to end oversight and accountability for all service delivery
- Acts as the Client primary contact point for escalations and strategic requests
- Partner with other IT teams on roadmaps (application, service, technology, etc.) and alignment
- Provide vision and best practices for Solution Delivery team
- Ensure that standards and best practices are published, maintained, and enforced
- Develop and monitor performance metrics, measures, and KPIs to ensure quality and operational efficiency
- Perform other activities as assigned such as managing production support escalations, vendor RFPs, and special projects

**Accenture, LLP (Overland Park, KS)**

**2005 – 2014**

### Technology Delivery Manager

Technology Delivery Manager with experience in Infrastructure design, Data Center Hosting, Operations Management, and Vendor Management. As the Delivery Manager I have lead several complex projects for various client including Data Center transition, server consolidation, and mobile device management. Other responsibilities include managing an IO Operations team consisting of Server Administration, Network/Telecom Administration, Data Center Operations, and Workplace support.

- Oversaw and managed new technology projects or initiatives to implement new services or to redefine the existing ones to improve level of technology infrastructure within the client.
- Identified, defined, and planned implementation of IT operation process, procedures, and policies to support the client IT infrastructure.
- Coordinate and supervise the work of technology teams (Compute, Workplace, Network, Data Center Operations) supporting the client infrastructure.
- Provided capacity and resource management for the team; allocated resources to projects and other assignments. Managed demand versus capacity and resource contention issues.
- Led client data center transition from HP Managed Service to Accenture's Common Hosted Platform. Responsibilities included solutioning the deal, creating and executing transition plan, tracking issues/risks, and manage overall run operation.
- Responsible for executive client escalation management for priority issues.
- Coordinated and assigned support tasks and activities to sustain the client technology infrastructure according to expected levels of service.
- Established all Service Introduction processes and procedures for data center infrastructure. Identified needs to maintain and improve the level of service defined to support the client's technical infrastructure.
- Developed and managed client IT governance structure and process.
- Analyzed and reviewed the performance metrics applicable to the technology, including SLA performance.
- Developed and implemented client Change Management processes and procedures. Participated in Change Advisory board meetings with client IT organization.
- Developed and implemented client Disaster Recovery plan for critical applications. This involved creating Disaster Recovery surveys, providing assessment to client IT organization, and building implementation roadmap.
- Identified and reported/escalated to the unit leadership or/and other appropriate stakeholders any issues or risks that may affect the level of service to the client, and act quickly to remediate or minimize their effects.
- Maintained relationships for client vendors such as Microsoft, Dell, Verizon, Sprint, and Kronos. This included tracking/reporting against SLAs, participating in maintenance renewal negotiations, and introducing new services.

**Tri-Com (Overland Park, KS)**

**2005**

#### Technology Operations Support Specialist

Provide timely support for technology problems or technology service requests reported by the unit, pertaining to company-owned hardware, software, and/or network connectivity. Resolution

of these problems may involve telephone assistance or on-site support as appropriate. The technology operations support specialist maintains the problem or service request status for each event assigned according to current standards and specifications.

- Advised the technology enablement lead on operational, resource, and administration issues to ensure support trends and issues can be identified and resolved.
- Supervised technology build, test, and deployment activities.
- Ensured the unit's operating systems are backed up regularly and data protected in accordance with the unit's Business Continuity Plan.
- Monitored and applied patch updates, fixes, and product updates with appropriate hardware and software suppliers.
- Monitored server capacity, and conduct performance analysis.
- Provided on-call support outside normal business hours as needed.
- Knowledge of IT service principles, technologies and security standards and support processes.

**Kansas Department of Labor (Topeka, KS)**  
**Information Systems Manager**

**2004 – 2005**

- Managed server and PC support operations for 600+ users including local and remote locations
- Trained and managed staff of 5 PC technicians and 2 network administrators
- Technical lead for major project migrating 700 users from a Windows NT4/Novell hybrid to a full Windows 2003 Active Directory domain
- Assisted in planning, designing, and implementing a Microsoft 2003 Exchange migration from Exchange 5.5
- Responsible for Active Directory administration and maintenance
- Project lead for implementation of a department wide intrusion prevention system
- Designed and deployed Symantec Anti-Virus Enterprise solution domain wide
- Involved in redesigning web services infrastructure

**Cerner Corporation**  
**Compute Services Lead**

**2001 – 2004**

- Researched, diagnosed, and resolved technical issues surrounding LAN/WAN connectivity, office applications, and hardware peripherals
- Managed technical implementations of client-server applications that provided solutions for major home health and hospice agencies nationwide
- Assisted in the design of network enhancements and managed assigned technical staff
- Administered Microsoft Exchange 5.5 for 130+ users
- Built, configured and administered Citrix-Metaframe XP farm
- Monitored and maintained network performance locally and across company WAN
- Installed, configured, and trained clients on proprietary software and Sybase administration

- Designed and developed a standard desktop environment and prepared system images for deployment
- Administered and managed security for remote access service through Windows 2000 servers to access corporate LAN
- Designed and managed daily network data backup process including off-site tape storage using Computer Associates BrightStor solution
- Trained new staff and made recommendations for performance improvement

### EDUCATION

- Bachelor of Arts – University of Kansas 1996  
Emphasis Geography – Geographic Information Systems

### CERTIFICATIONS

- Certified Information Technology Service Management Professional (ITIL v3)
- Microsoft Certified Systems Engineer (2002)