Profile of
Monika Pynaker
Network Services Manager and Interim Manager of Client Services
Division of Information Technology, University of Wisconsin–Green Bay
2021 Regents University Staff Excellence Award Individual Recipient

Highlights from nomination materials:
- Has worked at UW-Green Bay's Division of Information Technology for over 20 years; initially hired as a senior systems administrator in 2000; instrumental in designing and implementing the campus Local Area Network; early accomplishments also include installing the first campus firewalls, providing remote lab and desktop services for the campus community, and implementing Office365.
- As the network and infrastructure manager, responsible for ensuring the network runs smoothly for staff without interruption.
- Her leadership and vision enabled the university to successfully incorporate and integrate three additional campus locations' computing and network systems; in the summer of 2019, UW-Green Bay merged with the former UW-Manitowoc, UW-Marinette, and UW-Sheboygan campuses, requiring all software and systems be integrated into UW-Green Bay's network by August 2019; assumed the responsibilities of providing technology services to those three locations by converting network firewalls, switches, accounts, and virtual storage; her work and customer service resulted in high levels of satisfaction; accomplished this work in four months by coordinating the work of 20 people in four locations.
- Soon after completing the branch campus transitions, the COVID-19 pandemic required her team to transition a network built primarily for in-house teaching and learning to one that could support virtual instruction, telecommuting, and conferencing, all in one week's time in March 2020; earlier adoption of Microsoft Teams and Planner allowed the team to seamlessly transition to virtual management; with her staff, quickly converted hundreds of computer lab workstations into remote labs, allowing students to access the needed specialty software.
- Has formed critical partnerships with outside agencies. Example: the Brown County STEM Innovation Center constructed on campus grounds required coordination with Brown County Infrastructure Services to provide for wired and wireless connectivity, digital signage, door access, and surveillance in the building; the partnership with Brown County staff led to a joint and mutually beneficial fiber optic project in which Brown County was granted easement to pull single mode fiber to an area school through university property and the university was able to use the same pathway to connect a majority of residence life buildings to the UW-Green Bay data center, saving more than $100,000 by sharing costs; this infrastructure can be used for decades to come.
- Involved in shared governance activities and UW-Shared Services groups.
- Elected or appointed to serve on numerous committees, including the University Staff Committee, Professional Development Committee, and University Planning and Innovation Council.

In Monika Pynaker's own words:
- "I strive for personal excellence in performance, exceptional service by my team, and continued support and development of my staff."

In the words of colleagues:
- "Monika Pynaker does not shy away from a challenge, but rather rises to not only meet expectations, but surpass them."—*Sheryl Van Gruensven, CBO and Senior Vice Chancellor of Institutional Strategy, UW–Green Bay*

- "Anyone who has the opportunity to work with Monika quickly realizes that she is not only someone who is fun to be around but also someone who is very willing to share her knowledge and expertise. She loves to connect people with the right technology to solve their problem."
  —*Paula M. Ganyard, CIO and Assistant Vice Chancellor for Information Technology and Libraries, UW–Green Bay*