November 14, 2019

Journey of Oneness: Technology

Meet the new Institute Technology Team
All Community-based technology staff now form one collaborative Institute Technology Team, thanks to the careful planning of the Journey of Oneness Technology Implementation Team.

“With the change, I am pleased to announce that two exemplary employees have been promoted to co-lead the technology services function for the Institute,” says Ruth Thomas, Institute chief operating officer. Rich DiNapoli, technology director, Mid-Atlantic, and Brian Kim, technology director, West Midwest, now serve as regional directors of technology services, Institute-wide. Rich and Brian will continue with their primary responsibility of serving their respective Communities, and we thank both Mid-Atlantic and West Midwest leadership for their support of these talented individuals.”

Technology training services will expand in the new model, and Kristina Gaskins has been promoted to technology training manager. She will hire an additional trainer to begin in 2020, and individual, classroom and online training will be available throughout the Institute. Ingrid Howard has been promoted to technology services manager for South Central, and Mark Vergara is the technology services manager for New York, Pennsylvania West. We are grateful for their skills and support them in their new leadership positions.

“As much as we depend on technology, I depend on this Institute team,” says Lori Pinkerton, implementation team chair. “We were able to merge technology services staff to one collaborative Institute team earlier than expected. This new structure will allow for continued transformation of technology to support members, staff and evolving business functions into the future.”

The technology team continues to demonstrate skill and compassion as they extend support 24/7 while responding to calls, maintaining the network and ensuring computer safety as sisters and staff connect to Mercy worldwide.
“With faith and a commitment to Mercy values, our dedicated technology staff members demonstrate their commitment to the Sisters of Mercy in many ways,” says leadership liaison Sister Patricia Lapczynski. “Some have taken on new responsibilities, have a broader scope of oversight or are continuing to support the members and staff in their respective geographic areas.”

To learn more about the team members, click here.