





Information Services (s) = student designated (se) = secondment **User Services Directorate** (e) = external service provider Part 3 (ml) - maternity leave **Head of Operational Services** March 2025 (ft) - fixed term (ma) - modern apprentice * = 2 posts Neil Bruce **User Support Manager** Rad Sargeant IS Helpline Service Delivery Manager **Knowledge & Development Manager Finance Service Delivery Manager** Gavin Anderson Crystal Webster Laurence Anderson **User Support Officer** IS & Finance Helpline Supervisor **IT Support Analyst** Jennifer Brown Thomas Hawker Gregor Bell Natalie Land Diarmuid Drain Dorothy Cunningham Alyssa Martin (ft) Fergus Davidson Scott Eddington Sheena Robertson Matt Ellis **Student Staff for both Helplines** Craig Leedham Niki Mackenzie Sam May Rishab Acharya Margherita Tobia Haikal Adzmir **Helpline Assistant** Bibi Anne Abhinav Cheruttamadathi lGangadharan Carmen Garcia-Ferres Orellana Piroska Nemeth **Brooks Johnston** Sahar Jafferbhoy Kashish Khathuria Karen Lea Su Anne Lee Tony Lu Jessenka Astriani Luzar **Ruby Ruchy Saral**

KEY:

Information Services
User Services Directorate
Part 4
March 2025

Director

Ingrid Fehr

Head of ISG Relationship Management Abdul Majothi

Relationship Managers

Myles Ewen
Jonathan Henderson
Alistair Mayze
Rachael Mfoafo
Joost Uding

Head of ISG Communications Shaun Burnett

Snaun Burnett

ISG Communications
Manager

Victoria Cunto

ISG Communications Officer

Portia Brugger Leah McGregor

ISG/USG Relationship Manager Rachael Mfoafo CAHSS Relationship Manager Joost Uding CMVM Relationship Manager Jonathan Henderson CSE Relationship Manager Alistair Mayze CSG Relationship Manager

Myles Ewen

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- (s) = student designated (se) = secondment
- (e) = external service provider * = 2 posts
- = Aligned with College IT Strategy, line Management remains within USD (Head of Relationship Management)