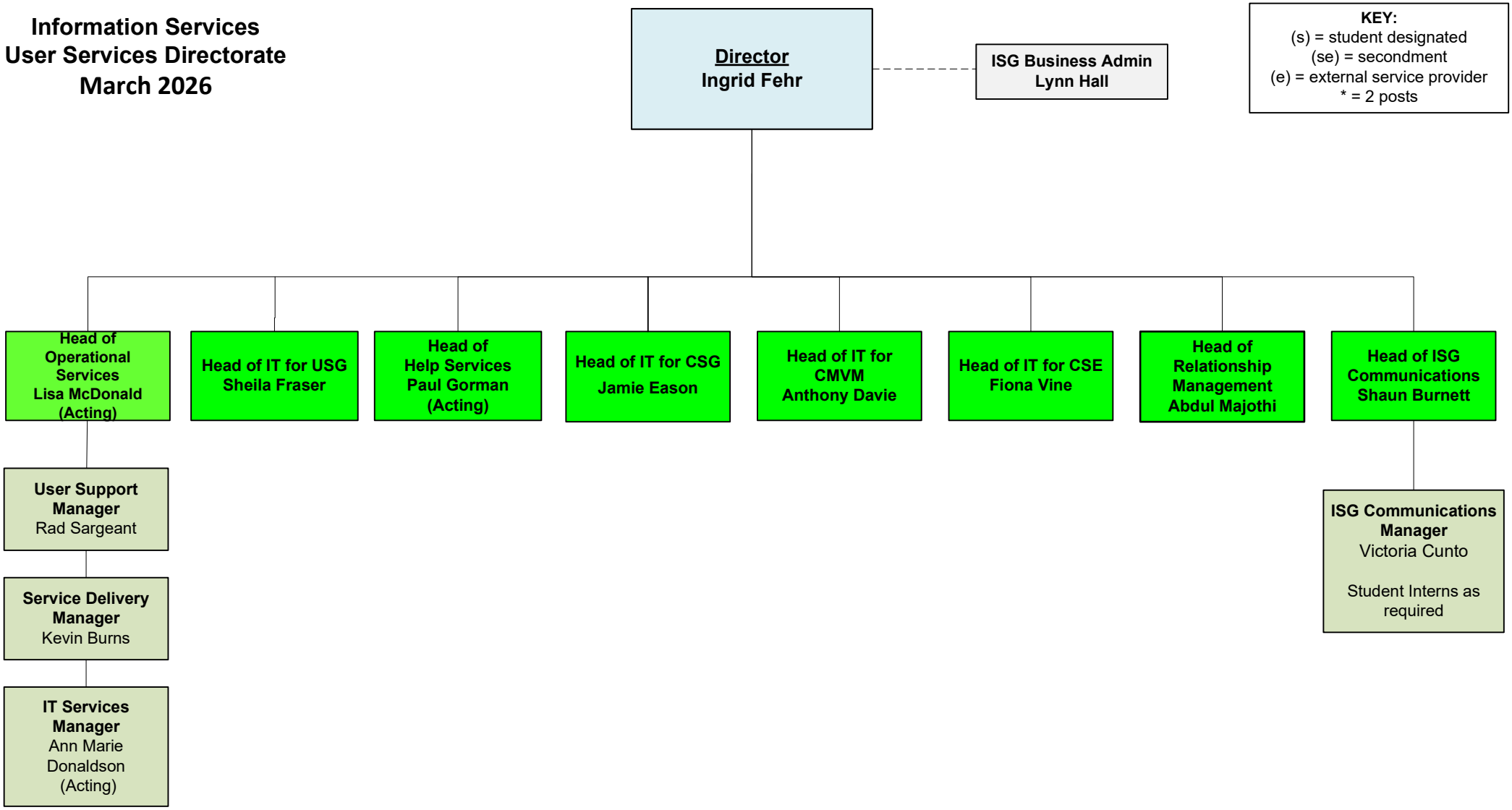
Information Services
User Services Directorate
March 2026



Information Services
User Services Directorate
Part 1
March 2026

KEY:
(s) = student designated
(se) = secondment
(e) = external service provider
* = 1 post 2 locations

Director
Ingrid Fehr

Head of Help Services
Paul Gorman
(Acting)

Deputy Head of Help Services
Brenda Welch
(Acting)

EdHelp Service Delivery Manager
Karen Bonthron

EdHelp Service Delivery Manager
Pam Wells

EdHelp Service Delivery Manager
Vacancy
(Acting)

Law - EdHelp Services Manager
Vacancy

Moray House - EdHelp Services Manager
Sam Green

ECA and Art & Architecture - EdHelp Services Manager
Andrew Baxter

New College - EdHelp Services Manager
Margaret Redpath

EdHelp Services Manager
Miruna Cuzman

Murray Library - EdHelp Services Manager
Louise Gilchrist

Medicine and Veterinary Medicine - EdHelp Services Manager
Bogusia McRoberts

Law Library
Information & Support Supervisor (EdHelp)
Louise Peterkin

Information & Support Assistants (EdHelp)
Ross Garrow
Alex Miller-King
Maria Koponen
Gary Wilson

Information & Support Student Assistants (EdHelp)
Alice Ashcroft
Chloe Bramwell
Phoebe Foster
Madi Graham

Moray House Library
Information & Support Supervisor (EdHelp)
Kenneth Allan

Information & Support Assistants (EdHelp)
Rachel Codd
Stephanie Hunt
Nadir Junco
Agnieszka Robertson*

Information & Support Student Assistants (EdHelp)
Marissa Mansor
Cici Tilston
Hannah Walsh

ECA Library
Information & Support Supervisor (EdHelp)
Elise Ramsay

Information & Support Assistants (EdHelp)
Maria Koponen
Agnieszka Robertson*
George Roy
Iain Hendry
Teresa de Frutos Velasco
Fiona Wilson

Information & Support Student Assistants (EdHelp)
Ana Fagundes
Grace McKenna
Johanna Nesselhauf
Jane Simmons

Art & Architecture Library

Information & Support Supervisor (EdHelp)
Karen Hartnup

New College Library
Information & Support Supervisor (EdHelp)
Viktoria Nolte

Information & Support Assistants (EdHelp)
Richard Withington
Logan Will

Information & Support Student Assistants (EdHelp)
Saumya Jindal
Livia Tarantino

Information & Support Assistants (EdHelp) – Peripatetic
Jane Challinor
John Hayes
Aleksandra Soswa
Vacancy x 1

Main Library
Information & Support Supervisor (EdHelp)
Karissa Adams
Nicola Edwards
Adina Flanagan
Rong Flynn
Ornella Pantani

Information & Support Assistants (EdHelp)
Michela Capelli
Carolyn Groom
Zofia Guertin
Catherine Lynch
Evangelos Makrygiannakis
Beata Migut
Ellie Stefanidi
Monica Waters
Andrew Wiseman

Information & Support Student Assistants (EdHelp)
Callum Campbell
Liam Clark
Molly Marsella
Catalina Rincon
Muqiao Yue
Elisa Vivaldi
Elvis Wong
Derek Wu

Murray Library
Information & Support Supervisor (EdHelp)
Janice Docking

Information & Support Assistants (EdHelp)
Anna Campbell
Rose Dixon
Janice Rhodes
Vacancy x 1

Information & Support Student Assistants (EdHelp)
Mishita Khurana
Sophia Missaghian-Schirazi
Yana Slavova
Natasha Vijendren

Vet Library
Information & Support Supervisor (EdHelp)
Sandra Watt

Information & Support Assistants (EdHelp)
Clova Burnet
Marta Stryjecka

Royal Infirmary Library
Information & Support Supervisor (EdHelp)
Xiaowei Jie

Information & Support Assistants (EdHelp)
Fern Austin-Robb
Annalisa Liverani

Ad-hoc Student Helpers

Information Services
User Services Directorate
Part 2
March 2026

KEY:
(s) = student designated
(se) = secondment
(e) = external service provider
(pt) = part time
(ft) - fixed term
(ma) - modern apprentice
* = 2 posts

Director

Ingrid Fehr

Head of Operational Services
Lisa McDonald (Acting)

IT Services Manager
Ann Marie Donaldson (Acting)

IT Services Delivery Manager
Vacancy x1

Problem Manager

Change Manager
Vacancy x1

Knowledge Manager
Sean St Patrick

Service Catalogue Assistants
Onivaha Kafere
Michael Marshall

Knowledge Management Assistants
Nicola Weiss

Service Delivery Team Manager
Kevin Burns

Sajid Ashraf
Jed Bajai
Sam Fuller
Ali Kerley
Wojciech Markiewka
Lawrence Mercer
Gareth Phillips
Mark Skinner
Xerox Account Executive (e)

User Support Manager
Rad Sargeant

IS Helpline Service Delivery Manager
Gavin Anderson

Knowledge & Development Manager
Crystal Webster

Finance Service Delivery Manager
Laurence Anderson

Jens Brincker
(Edinburgh BioQuarter and Central Area Lead)

Gary Blackie
Sylwia Borys
Mateusz Cierlik
Ross Coleman
Peter Crooks
Darren Downing
Graeme Keggie
David Lowe
Nick Manturov
Judy Thomson
Jones Darko

Stuart T Lansley
(Easter Bush Lead (Acting)

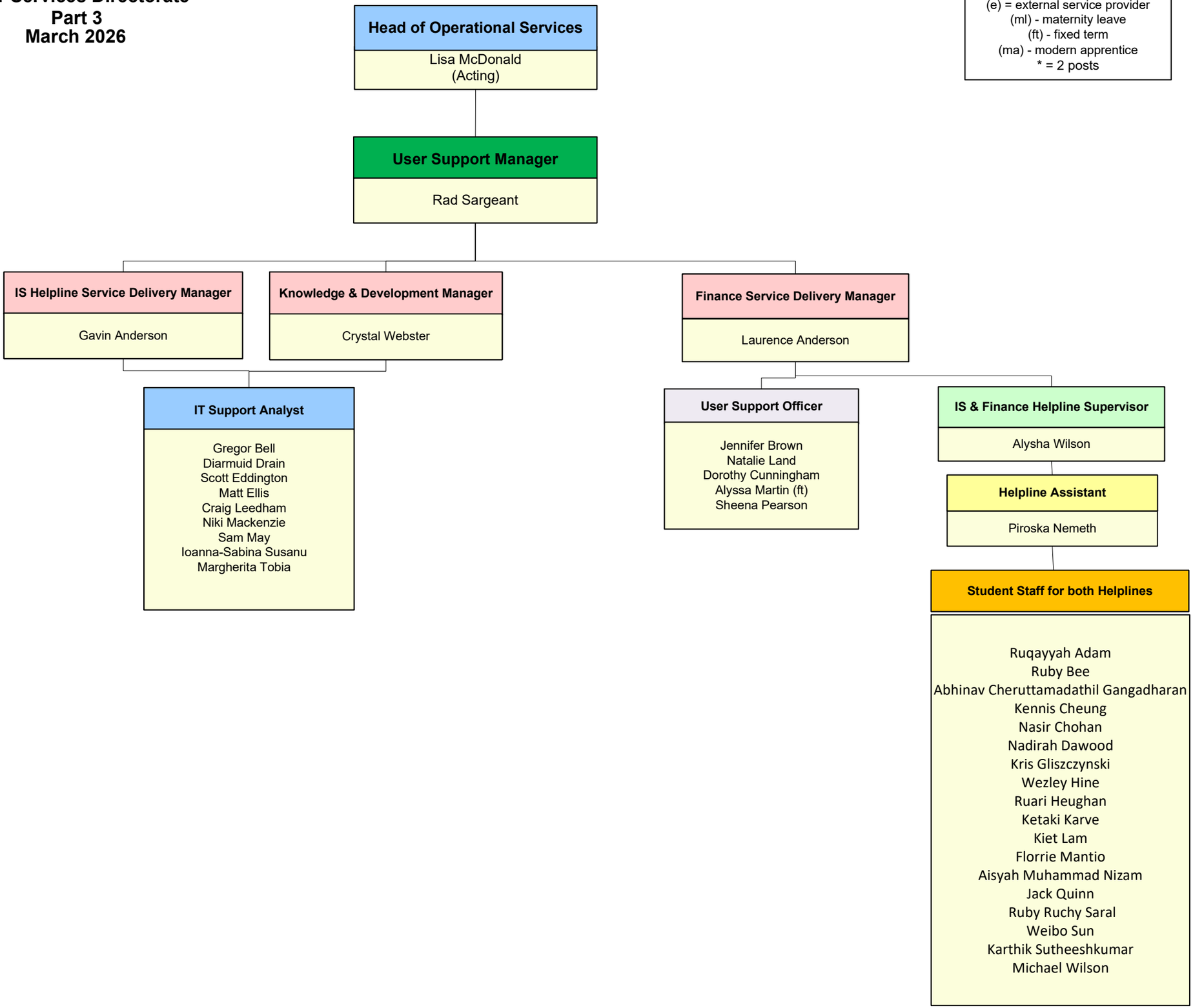
Louise Albert **(pt)**
Martin Garner
Kira Hussain **(ma) (ft)**
Simon Kidd
Chris Lawrence
Laurie McIntosh
David Morrison
Neil McRae
Simon Armitage **(pt)**

Alan Gilchrist
CMVM Learning & Teaching Lead

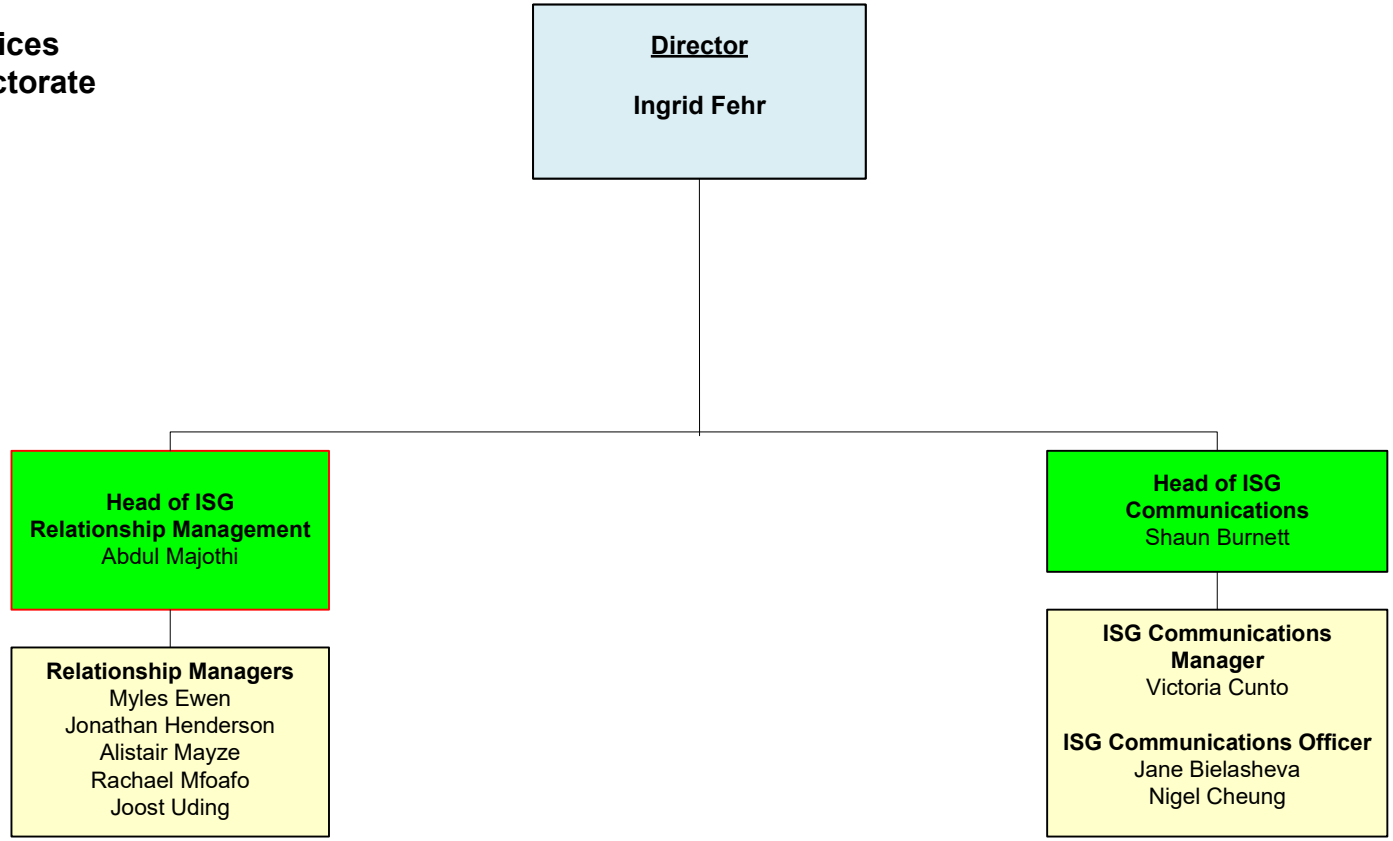
Kenny Burn
(Western General Lead)
Steve Cass
Andrew Comrie
John Ireland
Ewan McDowall
Brian Wallace

Information Services
User Services Directorate
Part 3
March 2026

KEY:
(s) = student designated
(se) = secondment
(e) = external service provider
(ml) - maternity leave
(ft) - fixed term
(ma) - modern apprentice
* = 2 posts



Information Services
User Services Directorate
Part 4
March 2026



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

KEY:
(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)