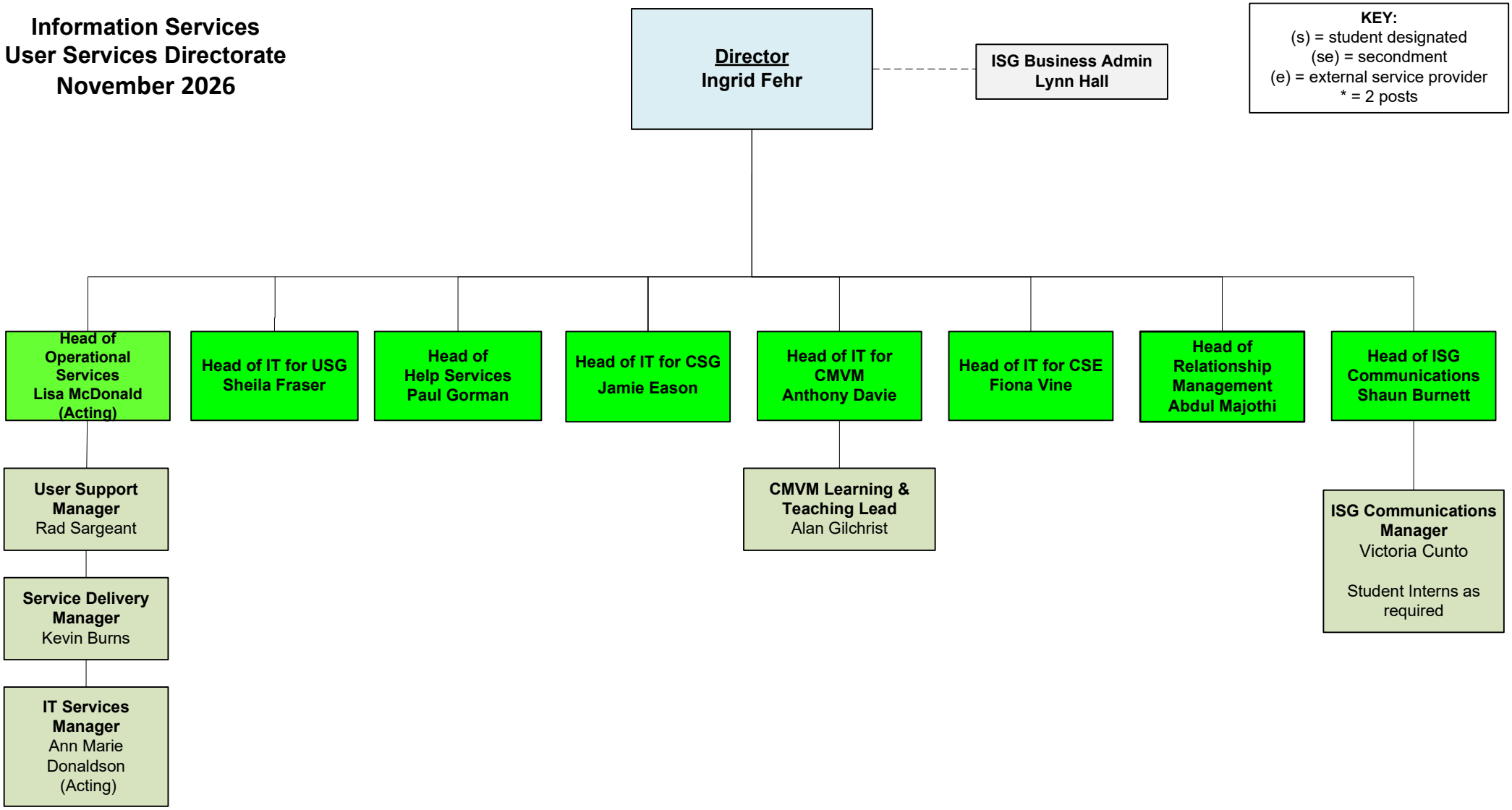
Information Services
User Services Directorate
November 2026



Information Services
User Services Directorate
Part 1
November 2026

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

Director
Ingrid Fehr

Head of Help Services
Paul Gorman

Deputy Head of Help Services
Brenda Welch

EdHelp Service Delivery Manager
Karen Bonthron

EdHelp Service Delivery Manager
Pam Wells

EdHelp Service Delivery Manager
Sam Green

Law - EdHelp Services Manager
Karen Hartnup

Moray House - EdHelp Services Manager
Kenneth Allan (se)

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)
Andreea Andrei
Grace Garner
Phoebe Kelly-McDonnell
Mishita Khurana
Natasha Vijendren

Moray House Library
Information & Support Supervisor (EdHelp)
Elise Ramsey

Information & Support Assistants (EdHelp)
Alex Cattermole
Jade Fenton
Stephanie Hunt
Agnieszka Robertson*

Information & Support Student Assistants (EdHelp)
Kumkum Lohana
Craig McPhee
Hannah Walsh

ECA and Art & Architecture Library

Information & Support Supervisor (EdHelp)
Iain Hendry
Rachel Codd

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

Information & Support Student Assistants (EdHelp)
Rosie Batsford
Ana Fagundes
Grace McKenna

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

Information & Support Assistants (EdHelp)
Richard Withington
Vacancy x 1

Information & Support Student Assistants (EdHelp)
Logan Will

Information & Support Assistants (EdHelp) – Peripatetic
Jane Challinor
Louisa Love
Vacancy x 1

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

Information & Support Assistants (EdHelp)
Stuti Agnihotri
Michela Capelli
John Hayes
Zofia Guertin
Steven Learmonth
Catherine Lynch
Evangelos Makrygiannakis
Monica Waters
Andrew Wiseman
Vacancy x 1

Information & Support Student Assistants (EdHelp)
Liam Clark
Ethan Chan
Kun Li
Craig McPhee
Elizabeth Rastvorteva
Eva Saheed
Elvis Wong

Murray Library
Information & Support Supervisor (EdHelp)
Janice Docking

Information & Support Assistants (EdHelp)
Anna Campbell
Sam Chapman
Rose Dixon
Janice Rhodes

Information & Support Student Assistants (EdHelp)
Mishita Khurana
Aimee Liddy
Phoebe Kelly-McDonnell
Sophia Missaghian-Schirazi
Natasha Vijendren

Vet Library
Information & Support Supervisor (EdHelp)
Sandra Watt

Information & Support Assistants (EdHelp)
Clova Burnet
Julia Coney

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

Information & Support Assistants (EdHelp)
Maria Martos Blanco
Annalisa Liverani

Ad-hoc Student Helpers

Information Services
User Services Directorate
Part 2
November 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
Vacancy x1

Service Catalogue Assistants
Onivaha Kafere (s)
Michael Marshall(s)

Knowledge Management Assistants
Vacancy x1

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

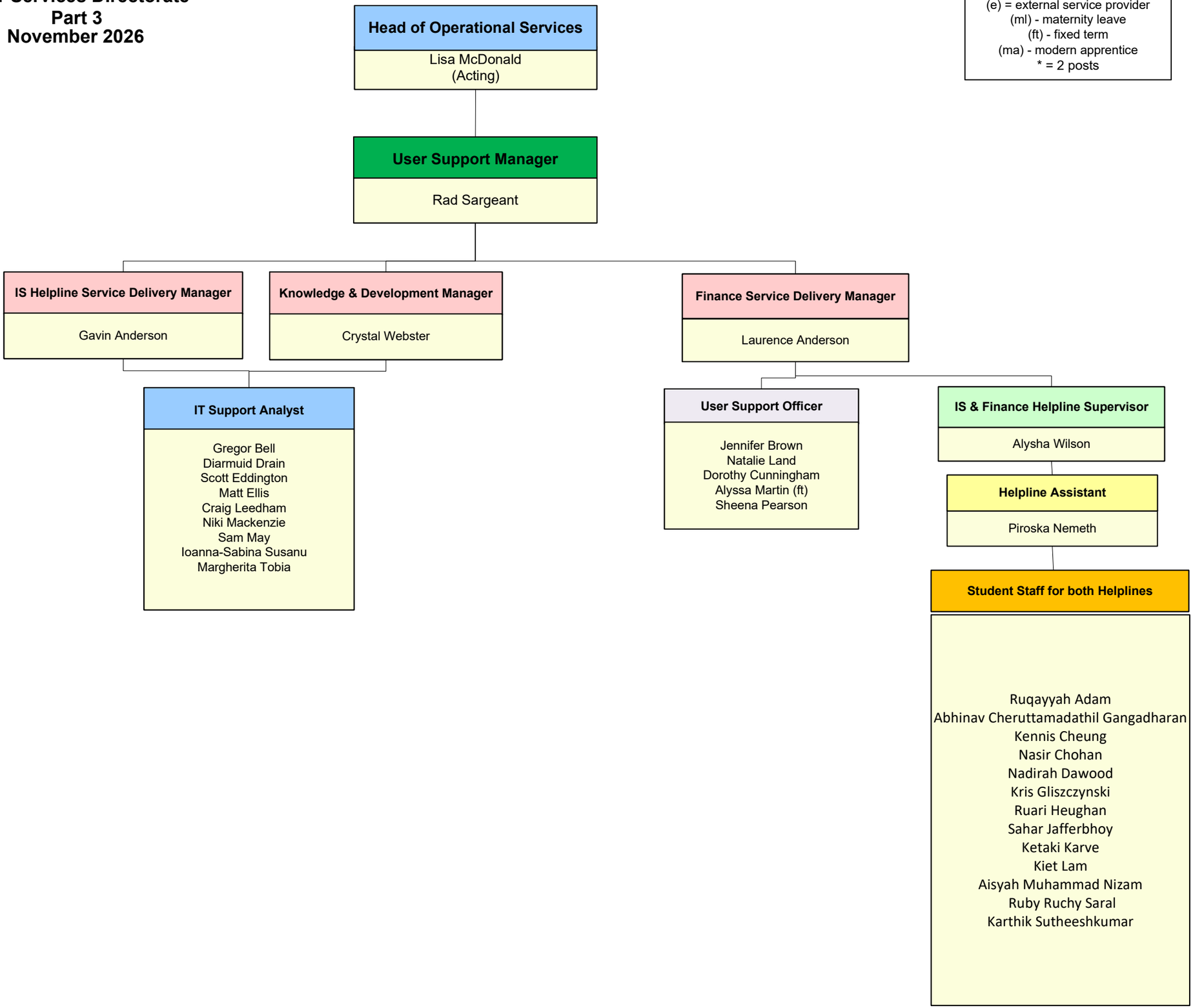
Stuart T Lansley
(Easter Bush Lead)

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

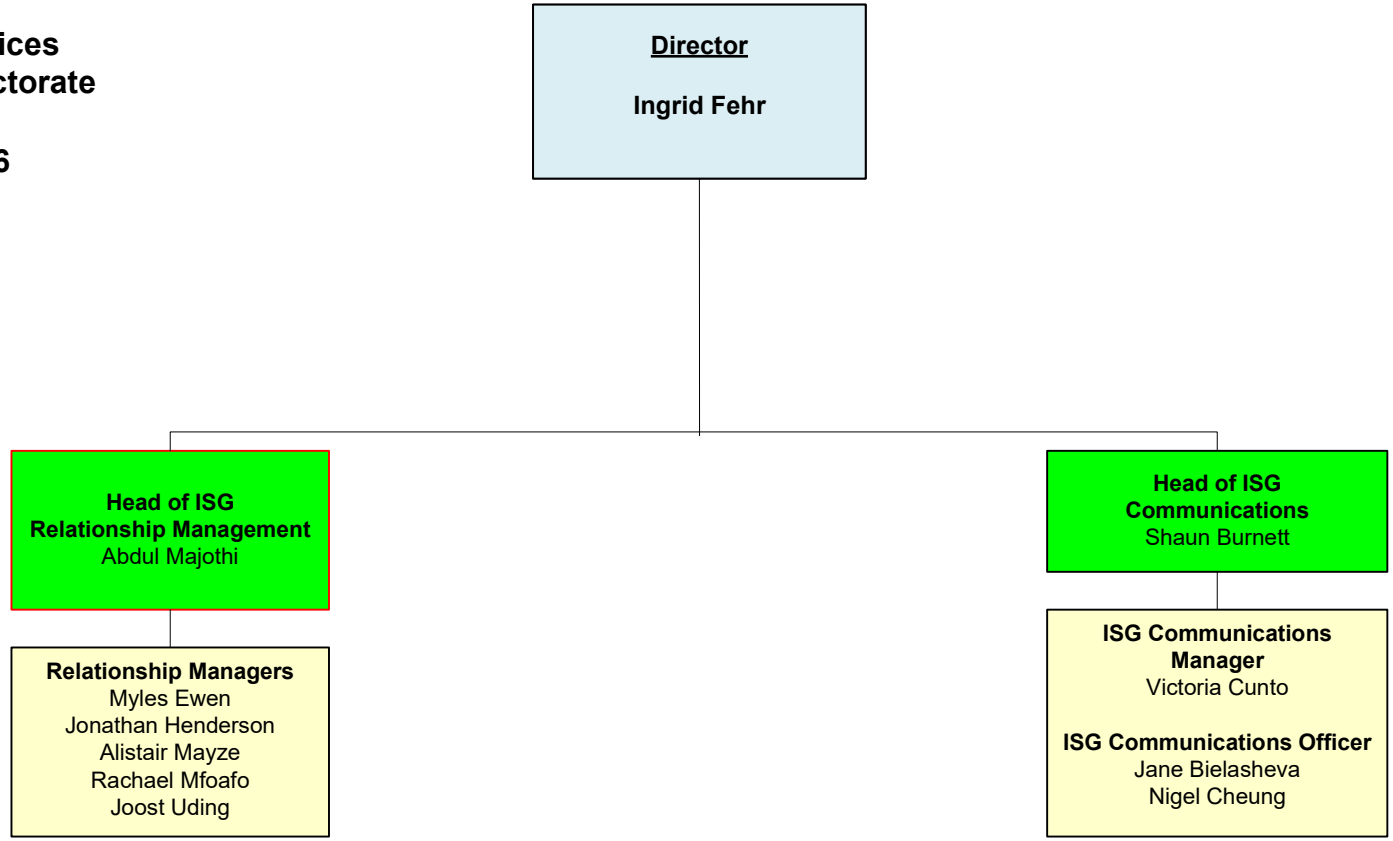
Kenny Burn
(Western General Lead)
Steve Cass
Andrew Comrie
John Ireland
Ewan McDowall
Brian Wallace

Information Services
User Services Directorate
Part 3
November 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
November 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)