



Craig Cotter, Operations Director

Joined Heart Internet: 2008

What are your main responsibilities at Heart Internet?

Primarily I manage the development and release of Heart Internet's major projects and products. On a typical day I'll be managing 3-4 projects of varying scale, ranging from a single developer up to teams of 8-10.

My level of involvement typically depends upon the degree to which customers will be affected. Anything that will impact customers must be closely considered. In addition, I help plan our development roadmap based upon the market and customer feedback, write product specs and handle a portion of staff recruitment. I would say the skills that really allow me to succeed are my ability to break down a complex problem to find a simple solution, discern the skills necessary to implement the solution, and match them with a suitable person.

Have you had any other roles at Heart? If so, what were they?

I started in technical support, which gave me a great understanding of how our customers interact with both our systems and our staff.

From there I was promoted to Customer Champion. In that role, I analysed our internal systems, support mechanisms and user interface, with a view to solving customer problems before they happened. For example, we might have seen 20 tickets on a single issue within the space of a week. I would look to see whether the issue was systematic, and whether we could implement a solution to stop those tickets in future. It could be a simple text change, or a change in an automated system.

My job developed into project management, and I managed the development and release of our Exchange and VPS platforms. Finally, this year I was promoted to my current position of Operations Director, which encapsulates my previous roles, but with a more of a management and strategic focus.

What do you enjoy most about your job?

I love having a job that combines creative and technical elements, getting to follow an idea through from conception to release. I have a lot of freedom within my role to prioritise work that I believe benefits the business most. The thing that I probably enjoy most is the fact that I am never bored.

How would you describe the culture at Heart Internet?

Everyone working here has a strong desire to see Heart Internet succeed, so there is a very positive can-do attitude. Our staff are quite techy, and the general level of intelligence is extremely high. You will never get a stupid answer to a (non-stupid) question, and lively discussions and geeky jokes are the norm. I work alongside some of the industry's best, so I have a strong impetus to do my absolute best.

