



Jim Driscoll, Senior Developer

Joined Heart Internet: 2004 (before launch!)

Could you give a bit of background information about yourself?

Before Heart Internet I tended to work in tech support; I started doing programming professionally a couple of years before starting at Heart Internet. I got interested in programming when I was a teenager, and had been dabbling in writing scripts to semi-automate my work for a few years while I was still in tech support.

I note that for the programming role, while a formal education (degree) in a computing discipline is hugely beneficial, it's much more important that you can actually write code well.

What are your main responsibilities at Heart Internet?

A short way to put it is "making stuff work well". I have some responsibility to ensure that the development team produces high-quality work, while I also directly implement new functionality and features for customers & staff to use (as with the other developers).

In some situations I deal with escalated customer issues, where my first-hand knowledge of the code (and general experience) is a significant benefit.

What do you enjoy most about your job?

Solving problems that real customers have. In a lot of cases, the more severe problems are actually the easiest to solve, as generally tasks which are difficult for humans are easy for computers (and vice versa).

Is there anything in particular you are proud of at your time at Heart Internet?

I've been somewhat involved in most of the Heart Internet code, because for a long time we had very few developers.

In terms of high-quality work that other people would have had trouble producing, that tends to be a moving target as programming techniques evolve over time! However I'd highlight the domain search page and the eXtend file manager as interesting work which continues to be of value.

How would you describe the culture at Heart Internet?

Shallow hierarchy with little red tape but high individual responsibility.

