



Ricky Hayes, System Administrator

Joined Heart Internet: 2007

What are your main responsibilities at Heart Internet?

My primary role is somewhat split. When everything is functioning normally, I work on projects. Our developers do the UI and front end, I work on the backend/systems side.

However, that takes a back seat if we have any service outages. As one of the most senior in the team, I am a go-to guy in many situations.

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

When I first joined I was in Second Line support. The company was much smaller then, and development and system admin were the same department. I would do the second line tickets (ones requiring code examination or database updates), and I would escalate to the developers if necessary.

As the company grew, system admin and development split, and I was moved into system admin. System admin was more maintenance rather than engineering back then; it has now split into BAU (business as usual - i.e., maintenance) and engineers (where I am now).

What do you enjoy most about your job?

I like the variety and that I am solely Linux. We obviously have Windows stuff but that's separate to me. I like that one day I can be programming and others days I'll be installing interesting new software. We have a very knowledge-driven culture here. We like to understand stuff before we use it.

How would you describe the culture at Heart Internet?

As I said above, we have a very knowledge driven culture, and the DIR ("Do It Right") attitude. We don't like kludge fixes, and we like to understand stuff before we use it. We use absolutely no "black box" technologies (Linux is about being transparent), which is what suits my particular view points on how software should be developed.

Why do you think people stay at Heart Internet for so long?

We have a really nice office, some very smart people, pretty chilled out management, and a "startup" vibe.

How would you describe Heart Internet in three words?

Fun. Intensely technical.

