

Job Title: Lead Technical Support Engineer (Americas)

Location: Remote (Americas), Eastern time zone

About the Role: 1touch.io is a leader in data discovery, AI enablement, and sensitive data intelligence. We are looking for a **Lead Technical Support Engineer** to guide our support operations. In this "player-coach" role, you will be responsible for the daily leading of the support team—managing ticket triage, overseeing SLAs, and mentoring engineers—while remaining hands-on with our most complex technical challenges.

You will act as the technical anchor for the team, troubleshooting intricate issues across Kubernetes, Linux, and Cloud environments, and serving as the primary point of escalation for critical customer incidents.

Key Responsibilities:

1. Daily Team Leadership & Operations:

- **Workflow Management:** Oversee the daily support queue, prioritizing tickets, assigning tasks based on technical expertise, and ensuring workload balance across the team.
- **SLA Monitoring:** Ensure the team meets response and resolution times (SLAs) and manage handovers between shifts/regions.
- **Mentorship:** Provide technical guidance and code reviews (scripts/configs) to junior support engineers.
- **Escalation Point:** Act as the first point of internal escalation for stalled tickets or frustrated customers before they reach Engineering.
- **Process Improvement:** Identify gaps in support workflows and refine "follow-the-sun" procedures, ensuring the knowledge base and runbooks are up to date.

2. Advanced Technical Troubleshooting:

- **Deep Dive Analysis:** Perform root-cause analysis on logs, traces, and dumps for the platform deployed in complex VPC, private cloud, and physical data center environments.
- **Infrastructure Support:** Troubleshoot connectivity issues across firewalls, hybrid cloud setups, and Kubernetes clusters.
- **Engineering Liaison:** Collaborate closely with Engineering and DevOps to reproduce bugs, test hotfixes, and advocate for product reliability improvements.

Requirements:

- **Experience:**
 - 5+ years of experience in Technical Support or DevOps.
 - **Proven experience (1+ years) in a Lead, Senior, or Mentor role** with experience managing queues or guiding other engineers.

- **Technical Expertise:**
 - **Kubernetes:** Advanced hands-on administration and troubleshooting (required).
 - **Linux:** Administrator-level knowledge (system internals, networking, storage).
 - **Scripting:** Proficiency in Bash and Python for automation and log analysis.
 - **Databases:** Experience querying and troubleshooting MongoDB and PostgreSQL.
- **Soft Skills:**
 - Strong capability to maintain focus on high-visibility issues while communicating clearly to stakeholders and management.
 - Ability to de-escalate critical situations with customers.
 - Fluent in English (Spanish or Portuguese is a plus).

Preferred Qualifications:

- Background in DevOps or Site Reliability Engineering (SRE).
- Experience troubleshooting AWS, GCP, and IBM Cloud environments.
- Familiarity with SSO (Single Sign-On) implementations and API debugging.