

Technical Support Engineer

*In office position based in Lehi, Utah.

1touch.io is a leader in data discovery, AI enablement and sensitive data intelligence, helping enterprises automatically identify, map, and protect sensitive data across structured and unstructured systems. Our technology combines AI, automation, and deep data visibility to solve some of the toughest challenges in privacy, security, and governance.

We're looking for a talented Technical Support Engineer with at least 3 years of hands-on support experience to join our team. The ideal candidate is fluent in English, highly skilled in Kubernetes and Linux administration, and proficient in Bash and Python scripting. You'll troubleshoot complex issues across networking, databases (MongoDB/PostgreSQL), storage systems, security, and infrastructure in cloud (VPC/private cloud) and physical data center environments.

Strong communication skills, attention to detail. Experience in DevOps is highly preferred, along with familiarity with Docker, major cloud platforms (AWS, GCP, IBM Cloud), SSO tools, and APIs. Spanish or Portuguese language skills are a plus.

Responsibilities:

- Perform deep dive troubleshooting of the platform deployed in a complex customer environment.
- Analyze logs, traces, and dumps
- Troubleshoot connectivity issues across VPCs, firewalls and hybrid cloud setup
- Collaborate closely with Engineering and Devops teams to reproduce bugs, escalate issues and test hotfixes.
- Maintain and expand knowledge base by documenting solution procedures, best practices and know errors

Requirements:

- Minimum of 3 years in a support role.
- Language Skills: Fluent in English; Spanish and Portuguese being an added advantage.
- Technical Expertise:
 - Kubernetes: Hands-on experience with Kubernetes.
 - Linux: Advanced knowledge and skills, equivalent to an administrator level.
 - Scripting: Proficient in Bash and Python.

- Networking & Databases: Experience with networking, databases (preferably MongoDB and PostgreSQL), central storage systems, security, and infrastructure.
- Cloud & Data Center: Experience working with Cloud VPC, private cloud environments, and physical data centers.
- Strong written and verbal communication skills.
- Ability to maintain focus on high-visibility issues while providing clear, timely communication to stakeholders.
- Attention to detail and strong problem-solving abilities.
- Preferred Experience: Previous experience in DevOps roles is highly desirable.

Preferred Qualifications:

- Docker: Experience with Docker is an asset.
- Cloud Platforms: Experience in managing and troubleshooting AWS, GCP, and IBM Cloud environments.
- SSO Tools: Familiarity with various Single Sign-On (SSO) tools and the ability to troubleshoot them.
- API Experience: Experience working with APIs.