

Product Success Engineer

U.S. Remote position, Central or Eastern Timezone



About the Company

1touch.io is a U.S.-headquartered and Israeli-based technology. The company ensures automated, real-time discovery, mapping, and tracking of sensitive personal data flow. The company has designed an AI-based sustainable data discovery and management platform, which is called Inventa, to ensure the privacy, security, and governance of data. Our target market is large, distributed, hybrid customers that hold petabytes of information in different structures and forms in different locations - on-prem and cloud.

About the Product

The Product can deliver a very accurate master catalog of sensitive data usage to allow businesses to manage data security/compliance to complement their infrastructure-based security/compliance programs. It is a fully automated solution that covers data in any format, be it structured or unstructured, data-in-motion or data-at-rest, both known or unknown. It covers all aspects of data processing in one place and aggregates that into a master catalog containing all the customers' or employees' information.

About the Role

We are seeking a Product Success Engineer to join a team of individuals working to help some of the best customers in the world understand and secure their data.

Responsibilities

- Work with customers, usually via screen share, to configure Inventa software relative to their business needs and use cases. Drive adoption.
- Guide customers through technical setup, configuration and integration
- Connect Inventa to many kinds of applications such as on-premises databases and file servers, cloud databases and file storage, SaaS applications, and data lakes.
- Accurately report project status to stakeholders.
- Troubleshoot issues such as connectivity, permissions, resource utilization, and more.
- Manage customer expectations using clear success criteria, collaborative attitude, and understanding of platform capabilities.
- Deeply understand the product architecture and integrating external systems to Inventa using APIs.
- Create and maintain technical documentation, FAQs, and knowledge base articles.
- Share insights with sales, success and product teams to improve processes and product usability.

Relevant Experience

- Bachelor's degree in Computer Science, Engineering or a related field or equivalent practical experience
- 2- 5 years of experience in technical success, customer-facing implementations
- Strong problem-solving skills with the ability to diagnose complex systems and APIs
- Excellent communication skills - able to explain technical concepts clearly to both technical and non-technical audiences.
- Experience with system and data administration, Kubernetes and helm, Python, PowerShell, regex and Regulatory compliance