

Senior Administrator - Active Directory Service Interfaces

Job Information

Recruiter
NEXUS Corporation

Job ID
1582685

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
4.5 million yen ~ 8 million yen

Refreshed
October 28th, 2026 05:00

General Requirements

Minimum Experience Level
Over 3 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

Job Summary

The Senior Administrator for Support & Operations plays a critical role in delivering advanced technical support for On-Premise Active Directory systems. This position is essential for troubleshooting complex incidents and conducting root cause analysis to enhance customer satisfaction and operational efficiency. The role demands a proactive approach to problem-solving and a commitment to maintaining high service standards.

Key Responsibilities

- Provide Advanced Technical Support For On-Premise Active Directory, Addressing Complex Incidents And Performing Root Cause Analysis To Implement Effective Solutions For Technical And Security Issues.
- Adhere To Quality Standards And Regulatory Requirements While Ensuring Compliance With Company Policies During All Support Operations.
- Manage And Update The Knowledge Base, Facilitating Training For New Team Members And Coaching Analysts On Best Practices And Incident Resolution Techniques.
- Resolve Complex Support Tickets Within Agreed Service Level Agreements (Slas), Collaborating With Cross-Functional Teams To Maintain Seamless Operations And Enhance The Security Posture.
- Ensure A Positive Customer Experience By Achieving First Call Resolution, Minimizing Rejected Resolutions, And

Proactively Addressing Potential Security Threats.

Skill Requirements

- Advanced Proficiency In On-Premise Active Directory Management And Troubleshooting.
- Strong Understanding Of Security Protocols And Incident Response Strategies.
- Familiarity With Service Level Management And Quality Assurance Processes.
- Excellent Problem-Solving Skills With The Ability To Analyze Complex Technical Issues.
- Effective Communication Skills For Training And Customer Interaction.

Other Requirements

Optional But Valuable: Microsoft Certified: Azure Administrator Associate Or Similar Certifications Related To Active Directory Management And Security Best Practices.

Company Description