



## 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**

June 24th, 2026 02:00

### 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.

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Company Description