

Senior Administrator (Support & Operations)

Job Information

Recruiter
NEXUS Corporation

Job ID
1585685

Industry
IT Consulting

Job Type
Permanent Full-time

Location
Tokyo - 23 Wards

Salary
6 million yen ~ 12 million yen

Refreshed
November 1st, 2026 00:00

General Requirements

Minimum Experience Level
Over 6 years

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Fluent Level

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

To offer advanced technical support, troubleshooting and doing root cause analysis to ensure positive customer feedback.

Key Responsibilities

- To adhere to quality standards, regulatory requirements and company policies.
- To provide support for complex incidents, escalated by analysts, perform root cause analysis, and implement solutions to resolve technical & security issues.
- To work on value adding activities such knowledge base update & management, training freshers, coaching analyst.
- To resolve complex tickets within agreed SLAs and collaborate with other support teams to ensure seamless operations & security posture.
- To ensure positive customer experience and CSAT through First Call Resolution , minimum rejected resolutions / reopen Cases and mitigating security threats.

Other Requirements

- Technical Consulting: Lead workshops on Security, IT Admin, and Deployment Planning (with a focus on the Japanese market), conduct Health Checks, and define Annual Maintenance Programs.
- Implementation & Troubleshooting: Configure complex policies in the Google Admin Console and use GAM/APIs for

programmatic access; serve as a technical escalation point for ChromeOS and GWSfE issues.
- Sales & Events Support: Provide pre-sales technical specifications, deliver product demos/PoCs, and support industry events and webinars.
- Asset Creation & Localization: Localize technical documentation for internal and external regional audiences.
- Strategic Documentation: Document operational processes, including roadmap communications, feature request filing, and analyze customer data for strategic recommendations.

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Skills needed

• 5-8 years of industry experience in similar client facing role in education sector

• Deep expertise in Google Workspace and the Google Admin Console.

• Advanced knowledge of ChromeOS deployment and Chrome Browser management.

• Proficiency in automation using GAM and Google APIs.

• Experience in a client-facing technical role (e.g., Pre-sales, Professional Services) with a consultative mindset.

• Ability to translate complex technical requirements into business value.

• Strong project management skills, including tracking activities and creating status reports.

Company Description