



## 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**

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### General Requirements

**Minimum Experience Level**

Over 6 years

**Career Level**

Mid Career

**Minimum English Level**

Business Level

**Minimum Japanese Level**

Fluent

**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.
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### **Company Description**