

Senior Administrator - Active Directory Service Interfaces

募集職種

人材紹介会社
株式会社ネックサス

求人ID
1582685

業種
ITコンサルティング

雇用形態
正社員

勤務地
東京都 23区

給与
450万円 ~ 800万円

更新日
2026年11月25日 05:00

応募必要条件

職務経験
3年以上

キャリアレベル
中途経験者レベル

英語レベル
ビジネス会話レベル

日本語レベル
ビジネス会話レベル

最終学歴
大学卒： 学士号

現在のビザ
日本での就労許可が必要です

募集要項

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.

会社説明