



## Senior Administrator (Support & Operations)

### 募集職種

人材紹介会社

株式会社ネクサス

求人ID

1585685

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

600万円 ~ 1200万円

更新日

2026年04月19日 00:00

### 応募必要条件

職務経験

6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

流暢

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

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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会社説明