

Senior Administrator (Support & Operations)

募集職種

人材紹介会社
株式会社ネックサス

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10月18日 11:00

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

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.

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.

会社説明