

Systems Administrator

Job Information

Hiring Company[Sentree KK](#)

SubsidiarySentree K.K.

Job ID1506244

IndustrySystem Integration

Company TypeSmall/Medium Company (300 employees or less)

Non-Japanese RatioAbout half Japanese

Job TypePermanent Full-time

LocationTokyo - 23 Wards

Salary5 million yen ~ 9 million yen

RefreshedNovember 25th, 2024 09:22

General Requirements

Minimum Experience LevelOver 3 years

Career LevelMid Career

Minimum English LevelBusiness Level (Amount Used: English usage about 50%)

Minimum Japanese LevelFluent

Minimum Education LevelTechnical/Vocational College

Visa StatusPermission to work in Japan required

Job Description

Sentree K.K. has an opening for a systems administrator (SysAdmin) who is responsible for supporting and maintaining critical IT infrastructure, including managing servers, security tools, applications, hardware, printers (physical/server), and network systems to ensure smooth operations and high availability. The role also involves participating in ongoing projects, assisting with L2 support cases, and working closely with other teams to troubleshoot and optimize infrastructure performance.

Core Responsibilities

- IT Systems Administration
 - Manage and administer servers, including user and group management, security permissions, and group policies.

- Review and resolve event-log warnings and errors to ensure system stability.
- Ensure seamless integration of system architecture components to meet both business and operational requirements.
- Infrastructure Monitoring and Maintenance
 - Proactively monitor system performance to identify and address potential issues before they escalate, conducting preventive maintenance to ensure optimal system reliability.
 - Assist in the setup, testing, and maintenance of servers to for infrastructure expansion.
 - Maintain infrastructure, including operating systems, security tools, applications, servers, laptops, desktops, network devices (routers, switches, firewalls), printers, and phones.
- Troubleshooting and Support
 - Work closely with the L1 helpdesk and other teams to troubleshoot and resolve complex technical issues, identifying root causes and delivering effective solutions.
 - Manage L2 support cases efficiently, ensuring timely resolution to minimize business disruption.
- Project Involvement
 - Contribute technical expertise to infrastructure projects, providing technical expertise to successfully complete regional and global transformation efforts.
 - Work with cross-functional teams to deliver solutions that align with both IT and business objectives.
- Process Automation and Optimization
 - Assist in automating routine tasks and implementing self-service solutions for end users, such as application deployment and license provisioning through SCIM/AAD.
 - Support the development and implementation of process improvements to enhance efficiency and productivity in IT operations, including process documentation and automation using existing or new tools and resources.

Deliverables

- **Operational IT Systems:** Ensure high availability and optimal performance of critical infrastructure components, minimizing downtime.
- **Timely Support:** Address and resolve L2 support cases and technical issues within established service level agreements, ensuring business continuity, and escalate to L3 when necessary.
- **System Documentation:** Develop and maintain comprehensive, up-to-date documentation, including SOPs, runbooks, and technical guides.
- **Audit Reports:** Conduct regular system audits and generate required reports as per schedule.

Duration and Schedule

This scope of work applies to ongoing support and maintenance activities, with periodic project-based assignments. The Systems Administrator is expected to respond to incidents, complete routine maintenance, and participate in IT initiatives as needed.

Review and Reporting

Regular reviews of system performance, project progress, and audit results with the IT Ops Systems Manager to ensure alignment with organizational goals and objectives. Ad-hoc and regular reports will be requested.

Required Skills

- **Technical Expertise:** Working Knowledge of operating systems, security tools, and IT infrastructure components, including virtualization, cloud services (Azure, AWS), networking, JIRA/Confluence, ServiceNow, Google Workspace, among others.
- **Problem-Solving Skills:** Ability to analyze, troubleshoot, and resolve complex system issues.
- **Project Collaboration:** Experienced in contributing to IT infrastructure projects, including solution design and implementation.
- **Documentation Skills:** Capable of creating detailed technical documentation, such as SOPs and system guides, to

assist with ongoing maintenance and troubleshooting.

- Vendor Management: Able to manage vendor relationships, such as printer maintenance, tool support, and service reviews.

Company Description