



<https://excelnearshore.com/job/system-optimization-coordinator/>

System Optimization Coordinator

Description

Excel Nearshore is looking for a **System Optimization Coordinator** to support the operations team of a leading global organization in the entertainment, sports, and media industry. In this role, you will assist with managing user access to third-party tools, triaging requests, and ensuring compliance with onboarding and offboarding procedures. The ideal candidate will have strong experience with Zendesk and the ability to manage daily operational tasks, including ticket management, access audits, and providing ongoing support for user access requests. This is a fully remote and full-time position from Costa Rica, in payroll with benefits.

Responsibilities

Access Control:

- Respond to Zendesk inquiries regarding user access to our internal and third-party tools and systems.
- Review and process user access requests, ensuring compliance with access control policies.
- Manage the review and closure of termination tickets in Zendesk, ensuring timely processing of onboarding and offboarding tasks.
- Assist in audits of user access and provide compliance documentation as needed.

Ticket Management:

- Triage and manage access-related requests, ensuring timely and accurate responses to users.
- Approve, deny, or escalate requests based on predefined policies and guidance from the Systems Optimization Manager.
- Ensure Zendesk tickets are followed from initiation to resolution.

Compliance Support:

- Perform user access audits on systems to verify that onboarding and offboarding processes have been followed correctly.
- Assist internal teams in providing evidence and supporting compliance audits.

Operational Support:

- Assist the System Optimization Manager with day-to-day operations, including user access management and ticket triaging.
- Ensure efficient handling of user inquiries, access requests, and escalation procedures.
- Provide input during team syncs, contributing to discussions on access management, process improvements, and best practices.
- Support the documentation of new tools and processes as the tool ecosystem expands to maintain clear and up to date records.

Hiring organization

Excel Nearshore

Employment Type

Full-time

Beginning of employment

ASAP

Duration of employment

Indefinite

Industry

Entertainment and Media

Job Location

Costa Rica

Remote work from: Costa Rica

Date posted

November 19, 2025

- Assist the System Optimization Manager in achieving the Roadmap by tracking key initiatives and providing operational support as needed.
- Support system migrations and special projects, ensuring smooth transitions and adherence to compliance requirements.

Contacts

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