IT Client Support Specialist

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Position Deleted on 6/08/2026. This position is no longer an active posting on HigherEdJobs.

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Location: Raleigh, NC

Essential Job Duties:
This is a hybrid (on-site and remote) position in Digital Education and Learning Technology Applications (DELTA) that supports North Carolina State University's Zoom open collaboration platform and Panopto, the campus's supported lecture capture and video streaming system. The position is part of the Digital Media Support Services (DMSS) team that provides system administration, technical guidance and expertise, and Tier Two and Three level support for both systems and serves as the DMSS team technical lead for ServiceNow, the university-supported ITSM application.

Individuals at this level will be required to solve complex problems within the university supported lecture capture and web conferencing applications and communicate and document the solutions using the university's ITSM application. They are required to perform under tight deadlines and in response to time-sensitive scheduled meetings, recordings, and streamed events that cannot be changed.

1. Strategic Consultation & Instructional Advocacy

- Consult and provide technical guidance, assistance, and expertise to instructors and college-level administrators, ensuring robust delivery of online educational content and maximum use of systems and services.
- Engage with faculty and staff, including content creators, departmental administrators, and DELTA colleagues, to understand their business processes and needs and determine how DELTA-supported applications can meet those needs.
- Identify, develop, and implement enterprise-level best practices, methodologies, and standards for web conferencing, lecture capture, and video streaming.
- Work with DELTA colleagues, NC State stakeholders, and DELTA management to recommend and craft policies and procedures for our enterprise media platforms.
- Research, test, and recommend solutions, including software and hardware integrations, to both known and expected issues when current systems will not meet our needs.

2. Technical Problem Solving & Cross-Functional Collaboration

- Analyze problems, develop solutions, and communicate said solutions effectively both individually and as part of a team.
- Collaborate and consult with DELTA support and technical staff to resolve technical issues and problems related to web conferencing and lecture capture platforms.
- Liaise with DELTA and NC State technical personnel to ensure consistent results and continuous delivery of online course materials to students.
- Open support tickets with vendor partners as necessary to resolve issues with our platforms and follow cases through resolution.
- Collaborate with DELTA PHP developers, training and support peers, and DE staff to determine potential improvements in supported systems and programming.
- Assist DELTA desktop support and network engineering teams in testing, installing, and maintaining web conferencing systems/hardware in DELTA conference rooms.

3. Proactive System Management & Analytics

- Monitor application performance and run analytics to proactively find and resolve problems and to improve system processes and procedures.
- Provide analytical data regarding web conferencing and lecture capture usage and trends.
- Create and track feature requests to encourage development of desired platform enhancements and resolution of known issues.
- Actively work to stay current in the areas of web conferencing, video streaming, and lecture capture, including changes in technologies, industry standards, and vendor roadmaps.
- Manage technical projects as assigned.

- Participate in special projects involving other DELTA teams, campus partners, software developers, and vendors.

4. Knowledge Management & Documentation

- Contribute to the development of effective Knowledge Base Articles (KBAs) and training materials; ensure proper online help material is available.
- Create and update system documentation for DELTA-developed tools and to supplement vendor-provided materials.

Other Work/Responsibilities:

Other duties as assigned.

Minimum Experience/Education:

Master's degree; or Bachelor's degree with zero - two years of relevant experience; or an equivalent combination of education, training and relevant experience.

Required Qualifications:

- 8 or more years of experience in information technology, customer service or higher education.
- 3 or more years of at least Tier Two level technical support and customer service. Experience supporting all levels of users and staff, with integrity, confidence.
- Demonstrated ability to deliver professional customer service, end user training and consultation, effective team and project work.
- Demonstrated commitment and ability to work and collaborate with a varied group of students, faculty, staff and constituents in support of campus and department missions.
- Support experience with ITSM applications. Specific areas of experience include but not limited to application development, application integration, analytics and reports, change management and incident management.
- Excellent verbal and written communications.
- Excellent problem solving and analytical skills.
- Intermediate to advanced knowledge of computers and computer networks.
- Proficient skill set in today's technologies such as Windows 11, Mac OS, Google Workspace, MS Office/Office 365, VPNs, Apple iOS, Android and university-supported web browsers (Chrome, Safari, Edge, Firefox).
- Intermediate to advanced knowledge of analytics reporting standards and processes in lecture capture and video streaming applications, web conferencing applications and ITSM applications.

- Intermediate to advanced knowledge of hardware/software testing standards and processes.
- Excellent knowledge of web conferencing and collaboration platforms.
- General knowledge of AI (e.g. Google Gemini, Microsoft Copilot, ChatGPT, etc.)
- Experience with communication platforms such as Google Workspace, Slack or Zoom Team Chat.
- Must exhibit mid-to-senior level proficiency in supporting lecture capture and meeting space technology.
- Must exhibit mid-to-senior level proficiency in supporting lecture capture applications.

Preferred Qualifications:

- Intermediate to advanced knowledge of application development in an ITSM application.
- Intermediate to advanced knowledge of Administrative tasks in an ITSM application.
- Intermediate to advanced knowledge of Learning Management Systems (LMS). Specific areas of experience include but not limited to application integrations and Learning Tools Interoperability (LTI).
- Basic object oriented programming knowledge, specifically PHP and working knowledge of HTML, CSS and API (REST/SOAP) or willingness to attend training for needed skills and related certifications.
- Intermediate to advanced knowledge of Epiphan Edge, Pearl Mini or Nexus.
- Experience supporting and administering Zoom's cloud platform and Zoom Contact Center.
- One or more technical certifications including, CTS, COMPTIA A+, Network+, AVOIP, Analytics, Crestron/Extron Dev, ITIL 4 Foundation Level, KCS v6 Fundamentals, ISTQB Foundation Level (software testing), ServiceNow Certified System Administrator (CSA) or Certified Application Developer (CAD).
- Good working knowledge in Microsoft Office 365, Microsoft Exchange, Azure AD, Entra and SSO.

Required License or Certification:
N/A

AA/EEO Statement:
NC State University is an equal opportunity employer. All qualified applicants will receive equal opportunities for employment without regard to age, color, disability, gender identity, genetic information, national origin, race, religion, sex (including pregnancy), sexual orientation, and veteran status. The University encourages all qualified applicants, including protected veterans and individuals with disabilities, to apply. Individuals with disabilities requiring disability-related accommodations in the application and interview process are

welcome to contact 919-513-0574 to speak with a representative of the Office of Equal Opportunity.

If you have general questions about the application process, you may contact Human Resources at (919) 515-2135 or **workatncstate@ncsu.edu**.

Final candidates are subject to criminal & sex offender background checks. Some vacancies also require credit or motor vehicle checks. Degree(s) must be obtained prior to start date in order to meet qualifications and receive credit.

NC State University participates in E-Verify. Federal law requires all employers to verify the identity and employment eligibility of all persons hired to work in the United States.

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