

KILROY REALTY CORPORATION

12200 West Olympic Blvd.,  
Suite 200  
Los Angeles, CA 90064

**Opportunity Description:** Help Desk Support Technician - Tier 1  
**Location:** Corporate Office in Los Angeles

#### About Kilroy Realty

- Kilroy Realty is a dynamic, \$10 billion publicly-traded real estate company that is looking to add to its team of superstars.
- We believe our team, commitment to excellence, superior growth prospects, premium office and mixed-use properties and our exciting and innovative development platform make us the premier publicly-traded Real Estate Investment Trust on the West Coast.
- Our collaborative open work environment, dynamic team approach and exciting transactions create continued opportunities for growth and challenge and inspire our employees.
- As part of our core values, we are committed to sustainability and the environment and, as a result, we are recognized as the North American leader in sustainability.
- Our team is like our family. We have over 70 years of experience developing, acquiring and managing office and mixed-use real estate assets and have many employees who have been at the company for more than 15 years.
- We have a promote-from-within culture and accessible executives with open door policies. We consistently encourage our team to facilitate change, leverage technology and recommend process improvement.
- We have a flexible work attire policy that allows for jeans to be worn every day. We believe in a modern workplace where our goal is to inspire and create opportunity for our entire team.
- Please visit our website at: [www.kilroyrealty.com](http://www.kilroyrealty.com).

#### About the Opportunity

We are seeking an IT Service Desk Technician who possesses a passion for providing first class customer service and demonstrates superior communication skills. This role will provide 'initial response' technical support for incoming questions related to IT related employee onboarding questions, network and application access, and hardware related issues.

**Opportunity Requirements**

- Previous customer service experience (IT help desk preferred)
- Excellent customer service skills
- Experience troubleshooting Windows based operating systems
- Desktop and Laptop support experience
- iOS Support Experience
- Excellent written and verbal communication skills
- Patient; detail oriented
- 1-2 years' experience
- Bachelor's degree is preferred but not required

**Summary of Responsibilities**

The core responsibilities of this position include, but are not limited to the following:

- Serve as the first point of contact for customers seeking technical assistance in person, via phone or e-mail following established troubleshooting procedures
- Create Help Desk tickets for incoming calls and emails in the IT ticketing system
- Diagnose and resolve Tier 1 technical hardware and software issues
- Effectively advise and assist customers to understand the cause of the issue
- Identify and escalate situations requiring urgent attention, direct unresolved issues to the next level of support personnel
- Assist with new hire system setup and access
- Work with vendors and internal stakeholders to ensure accurate, effective training content
- Basic Audio-Visual Support
- Basic Mac Support
- Basic understanding of Networking Concepts
- Occasional travel required
- Other duties as assigned

**To Apply:** Please submit resumes to [HumanResources@kilroyrealty.com](mailto:HumanResources@kilroyrealty.com). Please include the position title in the subject line. No phone calls, please. EEO/AA/M/F/Vet/Disability Employer.