KILROY

KILROY REALTY CORPORATION

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

Opportunity Description: Office Technology Support Engineer
Location: Regional office in San Francisco, CA

About Kilroy Realty Corporation

- Kilroy Realty is a dynamic, $12 billion publicly-traded real estate company that is looking to add to its team of superstars.
- We believe our diverse 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 and developer, with a major presence in San Diego, Greater Los Angeles, the San Francisco Bay Area, the Pacific Northwest and now Texas.
- 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.

About the Opportunity

This position will be part of the desktop support team for all the company's operations and will work closely with third party vendors. They will need to have strong cutting-edge IT skills with strong customer service skills. This position will be responsible for the test and integration of the latest handheld computing devices, as well as standard company desktop configuration, laptop, tablets, and mobile devices (iPhones/iPads). This position requires hands on skills in a 24/7 environment. Candidates must be willing and able to work outside of normal business hours and travel in/out of state to various offices when needed. This position reports to the Manager, Technical Services.

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Opportunity Requirements
- Bachelor Degree in Computer Science, Information Systems, or Engineering disciplines preferred. Or demonstrated work related experience.
- Must have knowledge of network security protocols.
- Must use good security judgment on what can or cannot be connected to the corporate network.
- Relevant industry certifications preferred.
- Ability to problem solve and devise creative solution to unique problems; resourceful during time sensitive situations.
- Calm under pressure.
- Heavily Customer-service oriented.
- Coachable.
- Strong work ethic with the ability to learn quickly.
- Ability to multi-task with ease and prioritize at a moment's notice.
- Familiarity with etiquette, settings and protocols required for working in high-end home and CSuite environment.
- Knowledgeable of office video systems, including Crestron, AMX, Vantage, Lutron.
- Must possess and maintain a valid California Driver's License, and provide proof of insurability.
- Ability to independently manage time within a workday, while prioritizing issues by severity.

Summary of Responsibilities
The core responsibilities of this position include, but are not limited to the following:
- Be responsible for the physical computer moves at all Northern California offices including:
  - Printer setup, assisting in the coordination and installation of telecommunications (data circuits and voice circuits), and cross connect patch cables from patch panels to data switches
- Helping to ensure 99.999% reliability for Internet access and desktop email clients
- Monitoring, maintenance and troubleshooting of the home office network, systems, and computing devices
- Installation, setup and configuration of new computers, laptops, smart phones, tablets, etc.
- Desktop support for approximately 350 End Users and various offices via phone or Remote Desktop
- Staying up to date and knowledgeable on new and upcoming device specifications and features
- Basic knowledge of networking (Wifi, AP's, 802.x)
- VTC and phone support (Cisco Call Manager and Unity Experience a Plus)
- Microsoft Windows 10, Mac OS X 10.6 – OS X 10.14 (Snow Leopard-Monterey)
- Printer & Fax Machine
  - Monitor and follow machine maintenance schedules
  - Configure and install
- Mobile devices - Apple iOS (iPhone, iPad)
  - Setup and configuration, iCloud backup and restore, installing apps, syncing with Company Portal
  - Bluetooth devices/syncing
  - iTunes- AirPlay streaming
  - Application troubleshooting

- System Administration
  - Basic familiarity of Active Directory
  - Basic familiarity of Microsoft Exchange
  - Familiarity with Microsoft Endpoint Configuration Manager a plus
- Wireless Networking
  - Wi-Fi Routers, access points-maintenance, troubleshooting
  - Familiarity with 802.11 a/b/g/n/ac- differences
- Digital Audio
  - Understand basic setup/functionality of multi-channel mixers, studio monitors, USB audio interfaces, microphones, cables, adapters, etc.
- Digital Video
  - Downloading and uploading videos to and from various websites (e.g. YouTube and Vimeo)
- Desktop Applications Support
  - Word, Excel, PowerPoint, Outlook, and other applications
  - Office 365, Adobe PDF, Microsoft Teams, Microsoft SharePoint and OneDrive
  - Mac/Apple environment and software
  - Adobe Creative Suite
  - Zoom, WebEx, Skype for Business, and Teams virtual Meetings management experience
- Desktop and Laptops
  - Hardware troubleshooting and replacement, including peripherals
  - Familiarity with NetMotion Mobility is a plus
- Other duties as assigned

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