IT Support: Hardware & Software

Reports to: Rahul Sharma **(**Technology Operations Head)
Role type: Full Time
Location: Bangalore
Role Commencement: Immediate
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About MAP

The Museum of Art & Photography (MAP) is one of India's first major museums of South Asian visual culture. The museum is housed in a state-of-the-art, 44,000 square foot building, designed by the acclaimed Indian architectural practice Matthew & Ghosh, on a landmark site at the heart of Bengaluru's museum district. MAP's five-story building on Kasturba Road includes multiple galleries where the collection is displayed, an auditorium, an art and research library, an education centre, a specialised research and conservation facility, as well as a café.

MAP's collection includes more than 1000,000 works predominantly from South Asian: Modern and contemporary art, living traditions, textiles, craft and design, pop culture, pre modern art and photography, dating from the tenth century to contemporary times.

Our mission is to harness the transformative potential of art, to enrich lives, ignite creativity, and connect people. We make art accessible and engaging for everyone through innovative experiences, meaningful dialogue and building communities.

With a focus on accessibility for people with disabilities, and technological tools to make the museum relevant and exciting, MAP ensures a holistic experience for visitors of all ages.

Having launched online in December 2020, at the height of the pandemic, as India's only digital-first museum, and then physically in February 2023, MAP has been bringing its collection to life through multiple pathways, from online exhibitions to a range of articles and essays, collaborations with museums around the world, engaging talks by leading industry figures, and educational resources for kids and adults.

Position Summary

We require an IT Support Staff member who will provide on-ground support for hardware, software, and display systems. The role will also involve vendor coordination and acting as a bridge between MAP and third-party vendors to ensure the smooth functioning of museum operations.

Key Responsibilities:

- Provide first-level support for desktops, laptops, and peripherals.
- Troubleshoot issues related to display screens, PCs, and applications.
- Install, configure, and maintain IT hardware and software.
- Maintain IT equipment inventory and coordinate repairs/replacements.
- Ensure smooth functioning of screens and systems for exhibitions/events.

- Communicate effectively with internal teams and third-party vendors.

Candidate Requirements:

- Strong knowledge of IT hardware/software troubleshooting.
- Experience handling display systems, projectors, and PC applications.
- Good communication skills for information sharing and vendor coordination.
- Minimum 1–2 years of relevant experience preferred.
- Diploma/Graduate in IT, Computer Science, or related field.

Equality & Diversity

MAP is an equal opportunities employer. We oppose all forms of discrimination and believe that all people, regardless of their identity or membership of any group deserve to be treated equally, consistently and fairly.

We welcome creativity, excellence and different perspectives that individuals of all backgrounds and abilities bring to our work.