

**Title**

General Manager – ICT

**Reports to**

Director – Support Services

**Direct Reports**

Support Services Team

**Appointment Term**

November 2025 to February 2028

**Position Type**

Voluntary

Scouts Australia is a Child Safe organisation. We are inclusive of all, regardless of gender, sexuality, race, religion, or ability, and do not tolerate any form of harm, abuse, or neglect.

Australian Jamborees are a crucial part of the Scout Journey for thousands of young people, they develop lifelong memories and personal growth of every youth member who attends. The General Manager – ICT leads the AJ2028 ICT Team, responsible for coordinating the development and execution of the overall ICT strategy at the 27th Australian Jamboree (AJ2028).

This role reports to the Director – Support Services and works collaboratively across the AJ2028 team, Scouts Victoria, Scouts Australia and other Branches to ensure the Jamboree experience reflects the excitement, values and diversity of modern Scouting.

Scouts Victoria aims for best practice while meeting obligations to Scouts Australia (National), Asia-Pacific Region of WOSM (APR) and World / WOSM (The World Organization of the Scouting Movement).

**Primary Responsibilities**

- Develop and oversee the overall ICT strategy to support the planning, delivery, and wrap-up of the Jamboree.
- Manage the design, implementation, and maintenance of all technology systems required for the event (e.g., registration systems, communication platforms, operational software).
- Coordinate the provision of reliable on-site IT infrastructure, such as the ability to check in and out of the Jamboree site.
- Oversee cyber security measures to protect participant data, internal systems, and event operations.
- Ensure effective ICT support services, including help-desk operations before and during the event.
- Work closely with other General Managers to identify and deliver technology solutions that meet operational needs.
- Manage ICT procurement processes, including sourcing hardware, software, licences, and technology vendors.

- Oversee the setup and maintenance of communication systems such as digital communication channels and command-centre technology.
- Maintain and support data systems for incident management, rostering, logistics, participant services, and other operational functions.
- Ensure compliance with Scouts Australia policies, data privacy laws, and relevant security standards.
- Manage ICT volunteers and staff, ensuring appropriate training, clear roles, and effective resource allocation.
- Maintain documentation of ICT systems, including configuration records, procedures, and technical guides.
- Develop and execute contingency and disaster-recovery plans for critical ICT systems.
- Coordinate post-event ICT decommissioning, data archiving, asset returns, and knowledge transfer for future Jamborees.

## Attitude

- Enthusiastic and committed to Scouting values.
- Empowers others and values youth-led input.
- Strategic thinker with a solution-focused approach.
- Helpful and willing to assist users with varying levels of technical ability.
- Calm and adaptable in a fast-paced, event-driven environment.
- Collaborative and inclusive communicator.
- Uphold and demonstrate a commitment to the implementation of Child Safe Scouting

## Skills

- Proven leadership and project management ability.
- Strong communication, organisation and delegation skills.
- Strong ICT leadership and team coordination skills.
- Able to manage multiple ICT projects and tasks at once.
- Good at troubleshooting and resolving technical problems quickly.
- Skilled in planning and supporting systems such as networks, devices, applications and data tools.
- Able to negotiate and resolve problems under pressure.
- Organised, with good attention to detail.
- Comfortable working with vendors, suppliers and technical volunteers.
- Demonstrate risk management, work health and safety (WHS) and Scoutsafe skills in the adventurous activity environment

## Knowledge

- Understands Scouts Australia rules, policies and how the organisation works.
- Knowledge of event-based ICT needs such as networking, connectivity, user access and system support.
- Awareness of cyber security practices and risk management.
- Familiarity with helpdesk processes, user support systems and ticketing workflows.
- Knowledge of data management, reporting and system reliability principles.
- Understands how to work with volunteers at large events.