

Safer above. Safer beyond.



Building safer skies together.

**Manager,
Application & System
Management
Location: Putrajaya**

Eligible candidates are encouraged to apply for the aforementioned position by submitting the application form, resume, academic qualifications and supporting documents via www.caam.gov.my/resources/announcements/career/. Kindly note that only applications submitted through **CAAM website** will be considered.

Application deadline is on **10th January 2026, at 11:59 p.m.**

*Recruitments are subject to vacancies, and only candidates who have been shortlisted for an interview will be contacted.

MANAGER, APPLICATION AND SYSTEM MANAGEMENT

Job Description

Responsible to plan, manage and ensure the effective operation, availability, security and performance of CAAM's enterprise applications and ICT systems. The role includes overseeing application lifecycle management, system operations, integration, vendor performance and service delivery to support CAAM's regulatory, operational and digital transformation objectives in alignment with CAAM Digital Strategic Plan (DSP), cybersecurity requirements and relevant government and CAAM policies.

Qualifications for Appointment

Candidates must possess the following criteria:

a) Citizenship

- Malaysian citizen.

b) Academic & Professional Qualifications

- A Bachelor's Degree in Information Technology, Computer Science, Information Systems or an equivalent qualification.
- IT service management or system-related certifications (e.g., ITIL, PMP, Microsoft / Oracle / Linux certifications) are an advantage.

c) Additional Requirements

- At least eight (8) to ten (10) years of work experience in application management, system operations or ICT service management.
- Experience in managing enterprise systems, vendors and large-scale ICT environments, preferably in the public sector or aviation industry.
- Strong knowledge of application lifecycle management and system operations.
- Understanding of IT service management (ITSM), incident, change and problem management.
- Knowledge of cybersecurity, access control, backup and recovery principles.
- Vendor and contract management skills.
- Strong analytical, troubleshooting and problem-solving abilities.
- Good communication, coordination and leadership skills.
- Ability to prepare formal reports, technical documentation and management briefings.