

Safer above. Safer beyond.



Building safer skies together.

**Senior Executive,
IT Service 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 **12th September 2026, at 11:59 p.m.**

*Recruitment is subject to available vacancies, and only shortlisted candidates will be contacted for interviews.

SENIOR EXECUTIVE, IT SERVICE MANAGEMENT

Job Description

To oversee, optimise and continuously improve Information and Communications Technology (ICT) service delivery through effective IT Service Management practices, service governance, automation and AI-enabled capabilities to support CAAM's operational excellence and digital transformation objectives.

Job Information

- **Department:** Digital & Innovation Strategy
- **Job Position:** Senior Executive
- **Type of Employment:** Permanent

Qualifications for Appointment

Candidates must possess the following criteria:

a) Citizenship

- Malaysian citizen.

b) Academic and Professional Qualifications

- Bachelor's Degree in Information Technology, Computer Science, Information Systems, Cybersecurity, Business Information Systems or a related field from a higher education institution recognized by the Government.
- Professional certifications such as COBIT Foundation, ITIL Foundation, ISO/IEC 27001, ISO 9001, or CISA are an added advantage.
- Minimum two (2) to three (3) years of experience in ICT Governance, IT Compliance, Information Security, Quality Management, Risk Management, Internal Audit, or ICT Operations.
- Experience in developing ICT policies, SOPs, governance documentation, or compliance activities is preferred.
- Experience in a Statutory Body or regulated industries is an added advantage.

c) Skills and Competencies

- Good understanding of ICT Governance, COBIT, ITIL, and ISO/IEC 27001 principles.
- Knowledge of ICT policies, SOP development, risk management, and compliance monitoring.
- Understanding of internal audit processes and regulatory compliance requirements.
- Strong analytical, documentation, and report writing skills.
- Good understanding of Enterprise Architecture and ICT governance practices.
- Excellent coordination, stakeholder engagement, and communication skills.
- Ability to interpret policies, identify compliance gaps, and recommend practical improvements.
- Good presentation and facilitation skills.
- Strong organisational and time management skills.