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Building safer skies together.

**Assistant Manager,
Quality Documentation
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 **8th November 2026, at 11:59 p.m.**

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

ASSISTANT MANAGER, QUALITY DOCUMENTATION

Job Description

Responsible for managing and implementing CAAM's documentation governance and document control framework to ensure controlled documents are properly classified, reviewed, approved, published, revised, maintained and archived in accordance with approved CAAM document control requirements. The position is responsible for maintaining document integrity, traceability, currency and accessibility and supporting harmonisation and regulatory documentation initiatives across CAAM.

Job Information

- **Department:** Governance & Compliance
- **Job Position:** Assistant Manager
- **Type of Employment:** Permanent

Qualifications for Appointment

Candidates must possess the following criteria:

a) Citizenship

- Malaysian citizen.

b) Academic and Professional Qualifications

- A Bachelor's Degree in Quality Management, Governance, Regulatory Affairs, Aviation Management, Business Administration, Public Administration, Communications, English, Technical Writing, Information Management, Records Management or a related field from a higher education institution recognized by the Government. Relevant professional qualifications will also be considered.
- Professional certification or formal training in document control, quality management systems, records management, technical writing, auditing, or a related discipline would be an advantage.
- Knowledge or formal training in ICAO documentation, aviation regulatory requirements, or regulatory document development would be an advantage.
- A CAAM-issued licence or equivalent aviation technical qualification would be an advantage, where relevant to the scope of work, but is not essential.

- Minimum five (5) years of relevant experience in document control, documentation governance, quality management, regulatory documentation, technical writing, records management, aviation regulation, or a related field.
- Demonstrated experience in managing controlled documents throughout their lifecycle, including document review, approval, publication, revision, distribution, maintenance and archival.
- Experience in maintaining document registers, Master Document Lists, revision histories, publication records and other document-control records.
- Experience in technical editing, proofreading and quality review of regulatory, procedural, technical or corporate documentation.
- Experience in coordinating documentation activities involving multiple divisions, document owners, technical subject-matter experts and other stakeholders.
- Experience in aviation regulatory documentation, ICAO documentation or regulatory publishing processes would be an advantage.

c) Skills and Competencies

- Strong knowledge of document control principles, documentation governance, version control, revision management, publication, distribution and archival processes.
- Good understanding of regulatory documentation structures, document hierarchies and document-control requirements within an aviation regulatory environment.
- Good understanding of ICAO Standards and Recommended Practices (SARPs), particularly as they relate to the development, maintenance and control of aviation regulatory documentation.
- Strong knowledge of document formatting, layout, presentation and publication standards, including the application of approved templates and document-control requirements.
- Strong editing and proofreading skills, with the ability to identify errors, inconsistencies, obsolete references, formatting issues and documentation gaps.
- Ability to verify document-control elements, including document numbering, version and revision information, effective dates, headers and footers, pagination, table of contents, references, annexes and attachments, as applicable.

- Ability to maintain accurate and up-to-date Master Document Lists, document registers, revision histories, publication trackers and electronic document repositories.
- Ability to apply document-control requirements consistently while recognising that technical and substantive content remains the responsibility of the originating division or designated document owner.
- Proficiency in Microsoft Office and relevant document management, PDF, publishing and collaboration tools.