



PR/159926 | IT Specialist, Document Management & IP

Job Information

Recruiter

JAC Recruitment Malaysia

Job ID

1569634

Industry

Business Consulting

Job Type

Permanent Full-time

Location

Malaysia

Salary

Negotiable, based on experience

Refreshed

December 23rd, 2025 10:17

General Requirements

Minimum Experience Level

Over 3 years

Career Level

Mid Career

Minimum English Level

Fluent

Minimum Japanese Level

None

Minimum Education Level

Associate Degree/Diploma

Visa Status

No permission to work in Japan required

Job Description

Company Overview and Job Overview

A global leader in medical technology and innovation, dedicated to developing life-saving solutions that improve patient care and support healthcare professionals worldwide are seeking an IT Specialist – IP & Document Management to manage and optimize our Document Management System (M-Files) and Intellectual Property (IP) Management System. The primary objective is to ensure maximum system utility, implement updates, and introduce additional functionalities. Prior experience with these systems is highly desirable.

Key Responsibilities

- Serve as the process and system specialist for M-Files and IP Management systems.
- Identify practical solutions within standard system frameworks by engaging with users, handling configuration, unit testing, training, and documentation in collaboration with external partners.

- Assist with requirements gathering, solution design, development, deployment, migration, testing, and documentation.
- Support all aspects of lifecycle management to ensure systems remain updated and fully functional.
- Resolve daily support tickets within your area of responsibility.
- Drive system changes and updates in collaboration with IT, business stakeholders, and external consultants, ensuring compliance with documentation standards.
- Provide consultancy on best practices for system design.
- Offer support during European time zones at least a few times per week to maintain effective collaboration with stakeholders and vendors.

Key Requirements

- Bachelor's degree in Computer Science, Information Systems, Software Engineering, or related discipline.
- 2–3 years of experience in IT roles with a focus on document management and IP management solutions.
- Strong technical expertise in software development, delivery methodologies, and application lifecycle management.
- Proven problem-solving skills and ability to troubleshoot technical issues efficiently.
- Experience in stakeholder engagement and expectation management.
- Analytical mindset with the ability to interpret data and improve processes.
- Adaptability to work in a fast-paced, dynamic environment.
- Excellent oral and written communication skills in English.
- Ability to collaborate across cultures and time zones.
- Flexibility to work late hours occasionally to support stakeholders in different regions (US and Europe).

Notice: By submitting an application for this position, you acknowledge and consent to the disclosure of your personal information to the Privacy Policy and Terms and Conditions, for the purpose of recruitment and candidate evaluation.

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Company Description