



Job Ref. No. **HRJIC538**

Position: **Enterprise Systems Analyst - CRM**

Jubilee Insurance was established in August 1937, as the first locally incorporated Insurance Company based in Mombasa. Jubilee Insurance has spread its sphere of influence throughout the region to become the largest Composite insurer in East Africa, handling Life, Pensions, General and Medical Insurance. Today, Jubilee is the number one insurer in East Africa with over 450,000 clients. Jubilee Insurance has a network of offices in Kenya, Uganda, Tanzania, Burundi and Mauritius. It is the only ISO certified insurance group listed on the three East Africa stock exchanges – The Nairobi Securities Exchange (NSE), Dar es Salaam Stock Exchange and Uganda Securities Exchange. Its regional offices are highly rated on leadership, quality and risk management and have been awarded an AA- in Kenya and Uganda, and an A+ in Tanzania. For more information, visit www.JubileeInsurance.com.

We currently have an exciting career opportunity for an Enterprise Systems Analyst (CRM). **The role reports to the Head of Core Applications.**

Role Purpose

The Systems Analyst will be responsible for the design, development and maintenance of the Customer Relationship Management (CRM) systems (Including the Contact Centre Software). The analyst should have experience to participate in the entire app lifecycle right from concept stage until delivery and post launch support. The analyst will work closely with business lines/ teams to document, design and deploy solutions on the CRM platform.

Responsibilities:

1. Deliver across the entire app lifecycle –concept, design, build, deploy, test, release to app stores and support
2. Working closely with other developers and systems analysts to deploy seamless and fully integrated solutions
3. Working closely with business teams and other developers to conceptualize, build, test and realize CRM business requirements
4. Gather requirements around functionality and translate those requirements into elegant functional solutions
5. Build prototypes at technical scoping stage of projects
6. Working along systems developers & analysts to create and maintain a robust framework to support the core business applications and other customer focus initiatives.
7. Standardizing the platforms to minimize duplication of effort and improve time-to-market timelines
8. Continuously re-factoring to optimize performance for the CRM systems
9. Keep up to date on the latest industry trends in the CRM space
10. Explain CRM technologies and solutions to technical and non-technical stakeholders

Functional Skills

1. Understanding of compiled languages
2. Strong Knowledge of PLSQL, SQLite, MySQL or similar database management system
3. Experience on web service integration (SOAP, REST, JSON, XML)
4. Good understanding of OO programming and design patterns
5. Good understanding of HTML5, JavaScript, jQuery, Ajax
6. Experience building web and native apps
7. Experience using social media APIs Ads integration using a 3rd party ad server (DART)
8. Experiencing using and setting up version control (e.g. SVN, GIT)
9. Excellent debugging and optimization skills
10. A thorough understanding of how to interpret customer needs and translate them into technical specifications
11. Administration of version control server
12. LAMP development experience
13. CRM configuration experience
14. PHP frameworks (e.g. Zend) PHP template engines (e.g. Smarty)
15. Working with a content management system e.g. Drupal, Site Core, Joomla

Qualifications

1. Degree in Computer or Telecommunications field
2. Relevant professional qualification

Relevant Experience

Minimum of two (2) years' experience in responsive web applications development environments with knowledge of the financial (especially insurance) industry is an added advantage.

**If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 13th September 2019.
Only shortlisted candidates will be contacted**