Job Ref. No: JAML020

Position: Business & Software Systems Intern

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 1.9 million 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 a **Business & Software Systems Intern** within **Jubilee Asset Management Limited.** The position holder will report to the **Manager- Business & Software Systems** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder is responsible for providing support to the Manager – Business & Software systems in identifying and implementing application solutions to solve business problems and enhance operational efficiency in alignment with the organization's strategy. The role holder will assist in designing, developing, testing, and debugging new functionality, enhancements, customizations, interfaces, batch processes, queries, and reports. They will also contribute to the creation of business cases, planning and monitoring, eliciting requirements, and translating and simplifying requirements.

Main Responsibilities

1. Provide support to the Manager – Business and software systems in identifying and implementing application solutions to address business challenges and improve operational efficiency.
2. Assist in designing, developing, testing, and debugging new functionality, enhancements, customizations, interfaces, batch processes, queries, and reports.
3. Assist in the Collaboration with stakeholders from all business units and related third parties to define and document business processes and software requirements for technology initiatives.
4. Contribute to the creation of business cases, planning, and monitoring of technology projects.
5. Assist in eliciting requirements from stakeholders and translating and simplifying requirements for software development.
6. Provide IT support and assistance to end-users as needed.
7. Collaborate with the IT team to troubleshoot and resolve technical issues.
8. Assist in maintaining documentation related to software systems, processes, and procedures.
9. Stay updated on emerging technologies and trends in IT, AI, and machine learning.
10. Support the Manager in other tasks and projects as assigned.

Key Competencies

1. Proficiency in IT Support, AI, and Machine Learning concepts.
2. Experience in coding languages such as PHP, Python, MySQL, SQL.
3. Familiarity with cloud services, preferably AWS or Azure.
4. Strong problem-solving skills and attention to detail.
5. Excellent communication and interpersonal skills.
6. Ability to work effectively in a team environment.
7. Adaptability and willingness to learn new technologies and tools.
8. Time management and organizational skills.

Academic Background & Relevant Qualifications

1. Bachelor's degree in computer science, Information Technology or any other related course
2. Some experience or coursework in IT support, AI, and machine learning.
3. Experience with coding languages such as PHP, Python, MySQL, SQL.
4. Familiarity with cloud services, preferably AWS or Azure.

If you are qualified and seeking an exciting new challenge, please apply via
Recruitment@jubileekenya.com
quoting the Job Reference Number and Position by 19th May 2024.
Only shortlisted candidates will be contacted.