



Job Ref. No. JLIL 253

Position: Head – Cloud Services

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 **Head - Cloud Services** within **Jubilee Life Insurance Limited**. The position holder will report to the **Group Chief Information Officer** and will be based at the Head Office in Nairobi.

Role Purpose

The Head of Cloud Services is responsible for leading and managing the organization's cloud infrastructure to ensure the availability, reliability, and security of all IT systems and data. This role involves developing and implementing forward-thinking strategies to safeguard the organization's cloud environment, establishing and enforcing robust IT policies and procedures, and providing visionary leadership and guidance to the Cloud and IT Service Delivery teams. The role holder will also drive innovation, operational excellence, and a culture of continuous improvement within the department, ensuring that cloud services contribute to the organization's long-term success.

Main Responsibilities

Strategy:

1. Develop and implement a comprehensive Cloud Services strategy that aligns with the company's long-term goals and overall objectives.
2. Drive innovation in cloud services by exploring and adopting emerging technologies that enhance scalability, security, and efficiency.
3. Design and execute a robust cloud architecture that supports the company's growth, focusing on cost-efficiency and high availability.
4. Establish governance frameworks to ensure cloud services are compliant with industry standards, regulations, and internal policies.
5. Collaborate with senior management to seamlessly integrate cloud strategies into the overall business strategy, ensuring IT is a key enabler of business objectives.
6. Monitor and evaluate cloud service providers regularly to ensure optimal performance, reliability, and cost-effectiveness.
7. Lead initiatives to enhance cloud service delivery and customer experience, positioning the company as a leader in the digital space.
8. Ensure business continuity by developing and implementing disaster recovery plans and strategies for cloud services.
9. Provide strategic direction for cloud resource allocation, ensuring that cloud infrastructure scales with business growth.

10. Build and maintain strong partnerships with key stakeholders, both internally and externally, to advance cloud infrastructure projects and initiatives.

Operational:

1. Oversee the deployment, management, and continuous optimization of the organization's cloud infrastructure, ensuring high performance and scalability.
2. Ensure the high availability and reliability of cloud services through proactive monitoring and rapid response to incidents.
3. Manage cloud budgets effectively, optimizing spending on cloud resources to ensure cost-efficiency without compromising service quality.
4. Implement rigorous security measures to protect cloud data and systems from evolving cyber threats, ensuring robust data protection.
5. Conduct regular performance reviews of cloud services, identifying areas for improvement and implementing necessary changes.
6. Coordinate with IT teams to ensure seamless integration of cloud services with existing on-premise systems and other IT infrastructure.
7. Troubleshoot and resolve cloud infrastructure issues promptly, minimizing downtime and impact on business operations.
8. Develop, enforce, and update cloud usage policies and best practices across the organization, ensuring consistent and secure cloud operations.
9. Maintain up-to-date documentation of cloud architectures, operational procedures, and incident responses to ensure clarity and preparedness.
10. Manage relationships with cloud service vendors, negotiating contracts and service-level agreements to ensure value and performance.
11. Lead cross-functional teams in executing cloud migration projects, ensuring smooth transitions with minimal disruption to business operations.
12. Provide technical support and expert guidance to teams utilizing cloud services, empowering them to leverage cloud technologies effectively.

Corporate Governance

1. Ensure all cloud services and operations are compliant with relevant industry regulations, laws, and company policies.
2. Develop and implement comprehensive audit processes to monitor cloud usage, security compliance, and regulatory adherence.
3. Create and maintain detailed documentation for regulatory audits and assessments, ensuring readiness for any compliance reviews.
4. Conduct regular risk assessments to identify potential vulnerabilities in cloud services and implement strategies to mitigate them.
5. Ensure data governance policies are applied consistently across cloud environments, protecting data integrity and confidentiality.
6. Collaborate closely with legal and compliance teams to address any regulatory changes impacting cloud services, ensuring continuous compliance.

Leadership and Culture:

1. Foster a culture of innovation, collaboration, and continuous improvement within the Cloud and IT Service Delivery teams.
2. Encourage and facilitate knowledge-sharing among team members, promoting a learning environment where best practices are exchanged.
3. Promote diversity and inclusion within the cloud services team, ensuring a wide range of perspectives and ideas are considered.
4. Support the professional development and career growth of team members, providing opportunities for skill enhancement and career advancement.
5. Recognize and reward team achievements, celebrating successes in cloud service delivery and continuous improvement.

6. Lead by example in promoting ethical practices, integrity, and accountability in all aspects of cloud operations, setting a high standard for the team.

Key Competencies

1. Strong leadership and people management skills, with the ability to inspire and guide teams towards achieving strategic goals.
2. Excellent analytical and problem-solving abilities, capable of identifying issues and implementing effective solutions.
3. Effective communication and stakeholder management skills, with the ability to articulate complex technical concepts to non-technical audiences.
4. Ability to work collaboratively across teams and departments, fostering a spirit of cooperation and shared success.
5. Strategic thinking with a focus on innovation, cost-efficiency, and long-term growth.
6. Expertise in cloud technologies, IT infrastructure, and cybersecurity, ensuring robust and secure cloud operations.

Qualifications

1. Bachelor's degree in computer science, Information Technology, or a related field.
2. Oracle Cloud Infrastructure (OCI) certifications.
3. Master's degree in information technology, Business Administration (MBA), or a related field is highly preferred.
4. Cloud Certification from leading cloud service providers, such as AWS Certified Solutions Architect, Microsoft Certified: Azure Solutions Architect Expert, or Google Cloud Professional Cloud Architect.
5. IT Management Certification such as ITIL (Information Technology Infrastructure Library) or COBIT (Control Objectives for Information and Related Technologies) can be an added advantage.
6. Cybersecurity Certifications such as Certified Information Systems Security Professional (CISSP) or Certified Cloud Security Professional (CCSP) are desirable, considering the role's emphasis on security.

Relevant Experience

1. 10+ years of IT infrastructure experience, with a strong focus on cloud services, including at least 5 years in a leadership role.
2. Proven expertise in cloud strategy development and implementation, with hands-on experience in managing multi-cloud environments and cloud security.
3. Extensive experience leading cloud migration projects, integrating cloud services with on-premises systems, and optimizing cloud resource spending.
4. Strong background in vendor management and compliance, including managing relationships with cloud service providers and ensuring adherence to regulatory standards.

**If you are qualified and seeking an exciting new challenge,
please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 9th September 2024.
Only shortlisted candidates will be contacted.**