



**Job Ref. No: JLIL 292**

**Position: Senior System Analyst**

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](http://www.JubileeInsurance.com).

We currently have an exciting career opportunity for a **Senior System Analyst** within **Jubilee Life Insurance Limited**. The position holder will report to the **Senior Manager- Long Term Applications** and will be based at our Head Office in Nairobi.

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### **Role Purpose**

The role holder will be responsible for leading advanced system analysis activities to optimize organizational efficiency and innovation. This role involves translating complex business needs into technical solutions, ensuring compliance with regulations, mentoring junior team members, and spearheading initiatives that enhance system performance. The role demands strong leadership, technical expertise, and strategic vision to align systems with business goals.

### **Main Responsibilities**

#### **1. Strategy**

- Lead the development and refinement of system analysis methodologies to align with the organization's strategic objectives.
- Provide strategic insights on emerging technologies and trends to enhance system capabilities and business processes.
- Drive system optimization strategies, ensuring alignment with competitive benchmarks and market standards.
- Collaborate with senior leadership to influence strategic planning based on system performance data and business insights.

#### **2. Operational**

- Oversee comprehensive analysis of business processes to identify advanced system requirements and optimization opportunities.
- Develop and review detailed documentation, including system specifications, workflows, and business requirements.
- Lead cross-functional teams in the design, testing, and deployment of system solutions, ensuring seamless integration with business operations.
- Monitor system performance at an advanced level, implementing feedback mechanisms to address inefficiencies and potential risks.
- Design and deliver training programs for end-users and junior analysts, fostering a culture of continuous learning.
- Ensure the integrity and security of systems through proactive maintenance, upgrades, and troubleshooting.

### **3. Corporate Governance**

- Ensure systems comply with the highest standards of data protection, industry regulations, and organizational policies.
- Lead reviews of system policies, ensuring alignment with evolving regulatory frameworks.
- Partner with internal audit and compliance teams to address system vulnerabilities and implement necessary controls.
- Provide expert advice on risk mitigation strategies and governance frameworks to senior management.

### **4. Leadership & Culture**

- Foster a collaborative and inclusive culture by promoting open communication and knowledge sharing among teams.
- Act as a cultural ambassador by advocating for organizational values and aligning system solutions with these values.
- Encourage innovation and adaptability within the team, supporting a mindset of continuous improvement.
- Build strong relationships across departments to break down silos and create a culture of trust and cooperation.
- Contribute to creating a positive work environment by supporting diversity, equity, and inclusion initiatives in all system-related projects.

### **Key Competencies**

- Problem Solving. Proven ability to resolve complex system issues efficiently.
- Leadership. Experience in mentoring and leading cross-functional teams.
- Communication. Exceptional verbal and written communication skills for technical and non-technical audiences.
- Innovation. Commitment to driving technological advancements and adopting new tools.
- Collaboration. Strong track record of working with diverse teams to achieve shared goals.
- Project Management. Expertise in managing multiple projects simultaneously, adhering to timelines and budgets.

### **Academic Background & Relevant Qualifications**

- Bachelor's and/or Master's Degree in Computer Science, Information Systems, Software Engineering, or a related field.
- Certifications such as Oracle Certified Professional (OCP), Microsoft Certified: Azure Solutions Architect Expert, AWS Certified Solutions Architect – Professional, Certified ScrumMaster (CSM), or equivalent Agile certifications are highly desirable.
- Minimum of 4-6 years of experience in system analysis, design, and implementation, with a proven track record of delivering complex projects.
- Proficiency in advanced programming languages, database management and systems analysis and design.
- Experience with back-end languages (e.g., Java, JavaScript, Sql and PL/Sql) and database systems (Oracle, MongoDB, Postgresql).

**If you are qualified and seeking an exciting new challenge, please apply via [Recruitment@jubileekenya.com](mailto:Recruitment@jubileekenya.com) quoting the Job Reference Number and Position by 29<sup>th</sup> January 2025. Only shortlisted candidates will be contacted.**