



Job Ref. No. JLIL333

Position: Assistant Manager – Systems 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, Asset Management 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 an **Assistant Manager – Systems Analyst** within **Jubilee Life Insurance Limited**. The position holder will report to the **Senior Manager – Short Term Applications** and will be based at our Head Office in Nairobi.

Role Purpose

The Assistant Manager - Systems Analyst is a pivotal technical and supervisory role responsible for analysing, optimizing, and supporting systems that underpin insurance operations. This position ensures that all systems (e.g., claims, billing) meet business requirements, enhance operational efficiency, and improve customer experience.

Main Responsibilities

1. System Analysis and Support

- **System Analysis Leadership:** Conduct detailed analysis of business applications (e.g., claims systems, CRM, SAP) to ensure alignment with Jubilee Health Insurance's needs.
- **Solution Design:** Develop system specifications and workflows, achieving a 90% implementation success rate within project timelines.
- **Requirements Gathering:** Collaborate with health insurance stakeholders to gather and document requirements, delivering solutions that meet 95% of identified needs.
- **Troubleshooting:** Diagnose and resolve complex system issues (e.g., integration errors, performance lags), reducing downtime.
- **Documentation:** Maintain comprehensive system documentation, ensuring 100% traceability for audits and enhancements.

System Optimization and Enhancement

- **Performance Evaluation:** Assess system performance metrics (e.g., processing speed, error rates), delivering monthly optimization reports to the Senior Manager - Short Term Applications with actionable insights.
- **Integration Support:** Facilitate the integration of health insurance systems with enterprise platforms (e.g., ERP, payment gateways), enabling seamless data flow across subsidiaries.
- **Enhancement Implementation:** Support the deployment of system upgrades and customizations (e.g., new features, dashboards).
- **Process Optimization:** Enhance system-supported processes (e.g., claims adjudication, billing), reducing cycle times.
- **Scalability Planning:** Ensure system designs support a 30% increase in claims volume.

Innovation and System Improvement

- **Technology Innovation:** Recommend innovative system enhancements (e.g., real-time claims tracking, AI-driven insights).
- **Automation Support:** Assist in automating system workflows (e.g., claims approvals), achieving a 20% reduction in manual efforts.
- **Futureproofing:** Evaluate emerging technologies (e.g., cloud solutions, telemedicine integration), proposing solutions that reduce technical debt.
- **Prototyping:** Develop and test system prototypes, achieving a 15% reduction in defects during development phases.
- **Continuous Improvement:** Drive ongoing system optimization, delivering a 10% annual improvement in performance and usability.

Corporate Governance, Compliance, and Risk Management

- **Policy and Regulatory Alignment:** Ensure systems analysis processes adhere to corporate governance policies and comply with relevant regulations (e.g., GDPR, HIPAA), by implementing and monitoring IT standards and data management protocols.
- **Data Governance and Integrity:** Oversee data governance frameworks to maintain data security, integrity, and ethical usage, ensuring systems align with organizational values and regulatory requirements.
- **Risk Identification and Mitigation:** Conduct risk assessments for IT systems to identify vulnerabilities or potential disruptions, recommending and implementing mitigation strategies to ensure operational stability.
- **Compliance Audits and Documentation:** Maintain accurate records of system configurations and changes to support compliance audits, ensuring adherence to internal policies and external regulations.
- **Stakeholder Transparency:** Act as a liaison between IT teams and management, reporting on system performance and project alignment with strategic goals to ensure accountability and informed decision-making.
- **Incident and Change Management:** Support incident response plans for system failures or security breaches and oversee risk-assessed system changes to minimize downtime and ensure robust recovery processes.
- **Team Compliance and Risk Training:** Facilitate training for systems analysts on compliance obligations and risk management practices, promoting awareness of data protection, cybersecurity, and ethical system design standards.

Performance Monitoring and Reporting

- **System Metrics:** Monitor and report on key system KPIs (e.g., uptime, transaction speed), delivering monthly updates to the Senior Manager - Short Term Applications.
- **Issue Resolution:** Track and resolve system incidents, maintaining a 90% resolution rate within SLA timelines.
- **Process Metrics:** Measure and report on process improvements enabled by systems, targeting a 10% efficiency gain annually.
- **Compliance Tracking:** Ensure 100% adherence to governance and regulatory requirements, reporting compliance status quarterly.
- **Continuous Improvement:** Recommend system enhancements based on performance data and user feedback, contributing to a 5% annual improvement in functionality.

Key Deliverables

- **System Compliance Reports:** Deliver regular reports documenting adherence to regulatory standards (e.g., GDPR, HIPAA) and internal governance policies, detailing system configurations, updates, and audit outcomes to ensure compliance and transparency.
- **Risk Assessment Framework:** Develop and maintain a risk assessment framework for IT systems, identifying vulnerabilities, potential disruptions, and mitigation strategies, with actionable recommendations to enhance system security and stability.
- **Data Governance Guidelines:** Create and update data governance guidelines to ensure data integrity, security, and ethical usage across systems, aligning with organizational policies and regulatory requirements.
- **System Performance Dashboards:** Produce dashboards or reports tracking system performance metrics, project progress, and alignment with strategic objectives, providing stakeholders with clear insights for decision-making.
- **Incident Response Plan:** Develop and deliver an incident response plan for system failures or security breaches, including recovery procedures and preventive measures to minimize future risks and ensure operational continuity.
- **Training Program Materials:** Design and deliver training materials for systems analysts, covering compliance obligations, risk management practices, and ethical system design, to ensure team-wide adherence to standards.
- **Change Management Protocols:** Establish and document change management protocols for system updates or upgrades, including risk assessments and testing procedures, to ensure seamless implementation and minimal operational impact.

Key Competencies

1. **Analytical Thinking:** Strong ability to dissect complex systems and deliver actionable insights.
2. **Problem-Solving:** Capacity to resolve system challenges efficiently.
3. **Collaboration:** Skill in working with diverse teams to achieve shared objectives.
4. **Communication:** Ability to convey technical analysis to non-technical stakeholders clearly.
5. **Ethical Integrity:** Commitment to transparency, compliance, and ethical practices.
6. **Leadership Potential:** Capacity to mentor and coordinate a small team effectively.

Academic Qualifications

- Bachelor's degree in Information Technology, Computer Science, Business Analysis, or a related field from a recognized institution.
- Professional certifications such as Certified Business Analysis Professional (CBAP), ITIL Foundation, PMI-PBA or SAP certification are an advantage.

Relevant Experience

- **Professional Experience:** 4+ years in system analysis, business analysis, or a related role, with experience in supervisory or coordination tasks.
- **Industry Exposure:** Proven track record in insurance, financial services, or health-related sectors, ideally with health insurance systems and Acrisure modules.
- **Analysis Expertise:** Experience analysing systems supporting 500K+ claims or significant operational impact.
- **Team Support:** History of mentoring or coordinating junior team members in technical projects.
- **Regulatory Awareness:** Familiarity with ensuring system compliance in a regulated, multi-country environment.

**If you are qualified and seeking an exciting new challenge,
please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 25th August 2025.**

Only shortlisted candidates will be contacted.