Job Ref. No. JLIL334

Position: Digital Factory Interns (10)

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 **Digital Factory Interns (10)** within **Jubilee Life Insurance Limited.** The position holders will report to the **Head of Digital Factory** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will support the company's digital transformation agenda by providing technical and operational support across the BTS department's core functions, including cloud infrastructure management, enterprise architecture design, business application support, and innovation through J-Hub initiatives. They will handle low-to-medium complexity tasks, reduce backlogs, improve response times, and contribute to a pipeline of young, skilled talent, fostering innovation and ensuring knowledge retention for long-term operational continuity

Main Responsibilities

1. Monitor performance dashboards.
2. Assist with cloud resource provisioning/de-provisioning.
3. Support basic troubleshooting and escalate complex incidents.
4. Maintain configuration documentation for compliance.
5. Maintain architecture repositories and documentation.
6. Research emerging technologies and standards.
7. Support diagramming and modelling using architecture tools.
8. Assist with updating technology roadmaps.
9. Assist in application testing and bug tracking.
10. Provide first-line application support to internal users.
11. Support data entry, cleanup, and migration.
12. Document workflows and prepare user guides.
13. Support innovation projects and prototypes.
14. Conduct user research and feedback collection for product development.
15. Assist in UI/UX design testing and iteration.

16. Support the deployment and monitoring of pilot solutions.
17. Document learnings and case studies from innovation initiatives.
18. Contribute to operational efficiency by handling low-to-medium complexity tasks, allowing parallel project execution.
19. Participate in knowledge transfer sessions and document processes for future reference.

Benefits

- **Operational Experience:** Gain practical skills in a dynamic technology environment, contributing to real-world projects and improving response times for support tasks.
- **Professional Growth:** Build a talent pipeline with potential conversion to permanent roles, reducing future ramp-up time.
- **Innovation Opportunities:** Participate in experimental projects, especially through J-Hub, to test and roll out new ideas.
- **Cost-Effective Learning:** Engage in meaningful work while benefiting from mentorship and resources.
- **Scalability and Impact:** Handle peak workloads, enhance project throughput, and support digital-first initiatives.
- **Brand and Network:** Strengthen your resume by associating with a company positioned as a talent incubator in technology and innovation.

Key Deliverables

- Comprehensive documentation of configurations, workflows, architecture repositories, learnings, and case studies to ensure compliance, knowledge retention, and operational continuity.
- Reduced backlog of low-to-medium complexity technical tasks, including resolved support tickets, provisioned resources, and tested applications.
- Updated technology roadmaps and user guides that support strategic planning and internal user efficiency.
- Collected user research feedback and iterated UI/UX designs for innovation projects.
- Deployed and monitored pilot solutions with documented outcomes from J-Hub initiatives.
- Improved response times for support requests and change executions across cloud, applications, and architecture areas.
- Contributions to parallel project execution, enabling increased capacity in each technology unit.

Key Competencies

1. **Technical Proficiency:** Basic knowledge of cloud platforms (e.g., AWS, Azure), architecture tools (e.g., Visio, Lucidchart), application testing (e.g., Jira), data management, UI/UX design (e.g., Figma, Adobe XD), and prototyping methods.
2. **Analytical and Problem-Solving Skills:** Ability to troubleshoot issues, research emerging technologies, and analyse performance data for effective escalation and resolution.
3. **Documentation and Organizational Skills:** Strong attention to detail in maintaining repositories, preparing guides, and documenting processes to avoid key man risks.
4. **Communication and Teamwork:** Excellent interpersonal skills for providing user support, conducting research, collecting feedback, and collaborating under mentorship.
5. **Innovation and Adaptability:** Creativity in supporting prototypes and digital initiatives, with flexibility to handle hybrid work and evolving project needs.

6. **Learning Agility:** Eagerness to engage in training, bi-monthly reviews, and knowledge transfer for personal and professional growth.

Academic Qualifications & Relevant Experience

- Bachelor's degree in Computer Science, Information Technology, Cloud Computing, Enterprise Architecture, Business Information Systems, Software Development, Design, Innovation Management, UX/UI,or a related field from a recognized institution.
- Basic understanding of relevant technologies such as cloud platforms (e.g., AWS, Azure, or Google Cloud), monitoring tools, architecture principles, diagramming tools (e.g., Visio, Lucidchart), application testing tools (e.g., Jira), data management, UI/UX tools (e.g., Figma, Adobe XD), prototyping, and user research methods.
- Knowledge in AI/ML is an added advantage, including courses such as Machine Learning, Artificial Intelligence Fundamentals, Data Science, Deep Learning, or Neural Networks.
- Strong customer service skills for user support and clear documentation abilities.
- Attention to detail in data handling and workflow mapping.
- Ability to learn quickly and adapt to business application environments.

If you are qualified and seeking an exciting new challenge,
please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 31st August 2025.
Only shortlisted candidates will be contacted.