



Job Ref. No. JLIL339

Position: Senior Software Quality Assurance Engineer (2)

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 a **Senior Software Quality Assurance Engineer** within **Jubilee Life Insurance Limited**. The position holder will report to **Head of Digital Factory** and will be based at our Head Office in Nairobi.

Role Purpose

This role is critical in ensuring software quality through the design, execution, and delivery of both manual and automated tests. It involves early-stage testing of all applications prior to production deployment, effective communication of test issues to stakeholders, and active participation in tool selection and adoption. The engineer will develop and integrate custom automated test suites into test management systems, drive performance engineering, and ensure comprehensive test coverage and planning. As a technical leader, the ideal candidate will bring strong software development and testing expertise, mentor peers, and contribute to a culture of excellence and continuous improvement in product delivery.

Main Responsibilities

Strategy

- Define and drive test strategy across complex projects.
- Lead adoption of DevSecOps practices and optimize CI/CD pipelines for zero-touch deployment.
- Leverage AI and machine learning to enhance test efficiency and effectiveness.
- Contribute to the development and implementation of quality engineering best practices.
- Identify key system components suitable for automation and implement automation strategies.
- Influence product design and development through cross-functional collaboration.

Operational

- Own the full test lifecycle: planning, design, execution, and analysis.
- Design and execute test plans, scenarios, scripts, and procedures.
- Develop and maintain advanced test automation frameworks and tools.
- Conduct performance, security, API, and compatibility testing.
- Build and manage manual and automated test repositories and regression packs.
- Create test scripts from specifications and developer sessions.
- Execute and validate automated tests, including build verification ("smoke") tests.
- Monitor scope changes and adjust test plans and resources accordingly.
- Track and report defects, manage issue resolution, and optimize test estimates.

- Evaluate system modifications and review documentation for accuracy and risk mitigation.
- Develop testing programs for database impacts, regression, usability, and error handling.
- Ensure infrastructure and data readiness for testing activities.
- Manage version control and configuration of test assets.
- Document test procedures to ensure replicability and compliance.
- Investigate product quality issues and ensure resolution per company and regulatory standards.
- Maintain bug resolution tracking and success metrics.

People and Culture

- Mentor and coach QA team members to grow technical excellence.
- Foster a culture of innovation, inclusion, and continuous improvement.
- Champion collaboration and knowledge sharing across BTS teams.
- Partner with developers and designers to enhance product quality.
- Provide clear, constructive feedback on usability and functionality.

Corporate Governance

- Ensure complete and accurate documentation of all test activities.
- Provide reliable task estimates and highlight dependencies to QA leadership.
- Support planning of test schedules, budgets, and resource allocation.
- Uphold internal quality standards and apply risk-based testing protocols.
- Maintain compliance with version control and configuration management policies.

Key Deliverables

- Develop and implement quality assurance strategies to enhance the software development lifecycle.
- Design, document, and execute test plans, scripts, and procedures for manual and API testing.
- Track, document, and report software defects using bug-tracking systems, ensuring timely resolution.
- Conduct functional, regression, compatibility, and usability testing across various environments.
- Provide feedback and recommendations on software usability, design, and functionality to development teams.
- Maintain accurate documentation of testing procedures and quality assurance metrics (e.g., defect densities, open defect counts).
- Investigate product quality issues and coordinate resolutions in line with regulatory and company standards.
- Monitor, report, and support risk management, problem logs, and continuous process improvements.
- Train, support, and mentor QA team members to ensure adherence to QA standards and methodologies.
- Support cross-functional collaboration by reporting status, raising risks, and ensuring alignment with project timelines.

Educational Qualifications:

- Bachelor's degree in computer science, Information Technology, or a related field.
- ISTQB Certification (preferred).

Experience Requirements:

- Minimum 5 years of experience in manual testing within agile environments.
- Extensive experience in software testing and quality assurance.

- Hands-on experience in manual API testing using tools like Postman, Swagger, etc., including validation of endpoints, status codes, and response payloads.
- Proven experience with CI/CD pipelines and DevOps practices.
- Strong programming skills in Python, Java, C#.
- Expertise in test automation frameworks (e.g., Selenium, Cypress, TestNG).
- Deep understanding of performance testing and security testing tools and methodologies.

Skills & Competencies:

- Solid understanding of QA theory, SDLC, and lean/agile QA methodologies.
- Ability to analyse complex systems and identify potential issues.
- Excellent communication skills in English.
- Strong leadership and influencing skills.
- Enjoys collaborative work with cross-functional teams.
- Continuously learns and applies innovative testing approaches and best practices.
- Proactive and adaptable in changing circumstances.
- Willingness to share ideas and contribute to process improvement.

**If you are qualified and seeking an exciting new challenge,
please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 10th October 2025.
Only shortlisted candidates will be contacted.**