



Job Ref. No. JLIL345

Position: Manager – Database Administration

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 **Manager – Database Administration** 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 Manager – Database Administration is responsible for overseeing the design, maintenance, and optimization of database systems supporting Business operations across the group. This position ensures the availability, performance, and security of databases critical to business processes such as claims management, premium billing, and customer data management. The role encompasses database strategy, performance tuning, leadership, and corporate governance, while fostering a culture of reliability, innovation, and data integrity.

Main Responsibilities

1. Database Strategy and Management

- Develop and execute a database administration strategy aligned with Jubilee's vision.
- Oversee the design and implementation of database architectures (e.g., SQL, Oracle) to meet 95% of application requirements.
- Forecast database growth to support increase in business transactions.
- Oversee capacity planning, scalability, and performance optimization for enterprise databases.
- Ensure robust disaster recovery and business continuity plans are in place.
- Evaluate emerging technologies and recommend improvements for database systems.

2. Database Operations and Optimization

- Manage day-to-day operations, ensuring 99.9% uptime and resolving 95% of critical incidents within 24 hours.
- Optimize database performance, reducing transaction times by 20%.



- Implement and test backup and disaster recovery plans, achieving a 99% data recovery rate in simulations annually.
- Monitor database health metrics and deliver monthly performance reports with optimization insights.

3. Innovation and Database Enhancement

- Recommend and implement advanced database technologies (e.g., cloud, NoSQL), contributing to efficiency gain.
- Drive the automation of database tasks, achieving a 25% reduction in manual efforts.
- Evaluate emerging database trends (e.g., blockchain for data integrity), proposing solutions that reduce technical debt by 10% annually.

4. Corporate Governance, Compliance, and Risk Management

- Enforce database governance policies, ensuring 100% compliance with regional regulations (e.g., Kenya's Data Protection Act, IFRS 17) in audits.
- Identify and mitigate database risks, reducing incidents by 25% through proactive controls.
- Implement robust security measures (e.g., encryption, access controls), maintaining a 99.9% compliance rate.
- Provide detailed documentation for audits, ensuring zero material weaknesses in controls.

5. Leadership

- Cross-Functional Collaboration: Work closely with application development, infrastructure, security, and business teams to deliver integrated solutions.
- Foster Teamwork: Promote a culture of collaboration, knowledge sharing, and mutual respect across departments.
- Resource Planning: Allocate resources effectively to meet project timelines and operational needs.
- Conflict Resolution: Address challenges proactively and maintain positive working relationships within and outside the team.
- Innovation and Continuous Improvement: Encourage creative problem-solving and adoption of best practices.

6. User Enablement and Data Support

- Deliver database training for IT and business staff to boost data access proficiency.
- Ensure 99.9% data availability for applications.
- Achieve a 95% satisfaction rate for technical support on database queries.
- Support database changes and upgrades, ensuring 99% system stability with minimal disruption.

Key Deliverables

- Database Framework: Deploy a robust database administration framework.
- Performance Gains: Continuously improve database performance.
- Compliance Excellence: Achieve 100% compliance with regulatory and governance standards, with zero audit findings annually.
- Data Reliability: Ensure 99.9% database uptime and 99% data recovery rate annually.



Key Competencies

- **Technical Leadership:** Strong ability to manage complex database systems and lead teams.
- **Database Administration:** Expertise in managing and optimizing databases (Oracle, SQL Server, MySQL) and proficiency in performance tuning.
- **Problem-Solving & Analytical Thinking:** Capacity to resolve performance/security issues and analyse metrics for optimization.
- **Compliance Awareness:** Understanding of regulatory standards (e.g., Data Protection, IFRS 17).
- **Communication:** Ability to convey technical concepts clearly to non-technical stakeholders.
- **Ethical Integrity & Attention to Detail:** Commitment to transparency, compliance, and precision in administration.

Academic Qualifications

- Bachelor's degree in information technology, Computer Science, Database Management, or a related field.
- Master's degree or equivalent advanced qualification is an advantage.
- Professional certifications such as Oracle Certified Professional (OCP), Microsoft SQL Server Certification, or AWS Certified Database Specialty are strongly preferred.

Relevant Experience

- **Professional Experience:** 5+ years in database administration or a related role.
- **Industry Exposure:** Proven track record in insurance, financial services, or related sectors, ideally with insurance systems.
- **Database Management:** Experience managing databases supporting 1M+ transactions or significant operational impact.
- **Regulatory Success:** Demonstrated ability to ensure database 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 7th November 2025.

Only shortlisted candidates will be contacted.