



**Job Ref. No: JLIL 355**

**Position: 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, 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](http://www.JubileeInsurance.com).

We currently have an exciting career opportunity for **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.

### **Role Purpose**

To support the design, development, and maintenance of systems specifically used by internal teams within the organization. The role ensures these systems are effective, reliable, and integrated seamlessly with business processes to enhance operational efficiency. The role holder will collaborate with cross-functional teams to deliver user-centric system enhancements, maintain compliance with ICT standards and support Jubilee Life's broader digital transformation objectives for internal users, ensuring efficiency, integration with business processes and compliance with ICT standards.

### **Main Responsibilities**

#### **1. Strategy**

- Support digital transformation efforts by aligning the system with business growth objectives.
- Participate in strategic projects by advising on system architecture and solution design.
- Identify emerging technology trends that can enhance pensions servicing and reporting.
- Enable innovation in internal user experience and pension system workflows.

#### **2. Operational**

- Develop, test, and deploy functionalities using Oracle SQL, PL/SQL, and APEX.
- Maintain core system operations, ensuring reliability and scalability of the system.
- Execute and monitor interfaces and data flows including C2B and B2C portals.
- Perform root cause analysis of issues and provide prompt resolutions.
- Support business teams in system usage, report generation, and data queries.
- Prepare system manuals and conduct internal system training sessions.

#### **3. Corporate Governance**

- Ensure system development practices adhere to internal ICT policies and external regulatory frameworks (e.g., data privacy).
- Maintain proper documentation of system changes, releases, and incidents.
- Liaise with Risk and Compliance to conduct regular audits and vulnerability assessments.
- Manage vendor interactions ensuring SLAs are met and compliance enforced.
- Contribute to risk identification and mitigation plans within technology initiatives.

#### **4. Culture and people**

- Foster a culture of continuous improvement, collaboration, and knowledge sharing.
- Mentor junior analysts or interns on systems usage and development practices.
- Uphold Jubilee's values of customer centricity, integrity, and innovation in daily interactions.
- Participate in internal workshops or learning sessions to upskill and support others.
- Demonstrate ownership and accountability for system performance.

### **Key Competencies**

- Analytical Thinking and Problem-Solving. Ability to break down complex problems into manageable components, analyze root causes, and implement effective solutions with a long-term perspective.
- Stakeholder Engagement and Communication. Strong communication skills to clearly translate technical issues to business users and vice versa, while maintaining good relationships with both internal and external stakeholders.
- Attention to Detail and Accuracy. Keen eye for identifying and resolving errors, ensuring data accuracy and system outputs are consistently reliable.
- Innovation and Adaptability: Proactive in identifying opportunities for innovation and comfortable adapting to evolving technologies, business environments, and system requirements.
- Result Orientation. Focused on achieving outcomes and meeting deadlines, even under pressure, with a commitment to delivering high-quality solutions that meet business expectations.
- Teamwork and Collaboration. Ability to work effectively with multidisciplinary teams, foster team spirit, and contribute positively to group problem-solving and project delivery.

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

- Bachelor's degree in computer science, Information Systems, or other related technical degree
- OCA – Oracle Certified Associate in PL/SQL
- APEX Version 19 and specific experience with insurance industries.
- Reporting Technologies e.g., Oracle BI & Analytics
- Minimum 3 years in application development and support, particularly in financial services.
- Proficient in Oracle tools: PL/SQL, APEX, Reports, SQL Loader, Workflow, Fusion Middleware.
- Strong understanding of data interface development, web-based integrations (C2B, B2C).
- Hands-on experience with UNIX scripting, Apache, PHP/MySQL is a plus.
- Demonstrated experience working on complex projects and regulatory-compliant environments.

**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 23<sup>rd</sup> November 2025. Only shortlisted candidates will be contacted.**