Job Ref. No: JLIL340

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.

We currently have an exciting career opportunity for a **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

The role holder will be responsible for conducting in-depth system analysis to improve organizational operations, develop efficient workflows, and ensure robust system performance. This role will involve gathering and analyzing business requirements, designing system workflows, coding small-scale solutions, and supporting the implementation of system enhancements. The role demands strong technical expertise, including coding and scripting capabilities, as well as a keen understanding of business needs to bridge the gap between technical teams and business stakeholders.

Main Responsibilities

1. **Strategy**

    •   Develop and refine system analysis methodologies to align with the organization's strategic goals.
    •   Research and recommend emerging technologies, focusing on software development frameworks and coding practices that can enhance business processes.
    •   Provide actionable insights on system performance metrics and propose innovative solutions to improve efficiency.
    •   Identify areas for automation and optimization within workflows, leveraging coding where necessary.

2. **Operational**

    •   Conduct in-depth analysis of business processes to define system requirements and identify areas for improvement.
    •   Collaborate with IT teams to design, test, and implement system solutions, ensuring alignment with business objectives.
    •   Develop workflow diagrams and models to visualize and improve end-to-end system functionality.
    •   Write, test, and deploy code or scripts for system enhancements, troubleshooting, and automation tasks.
    •   Continuously monitor system performance and proactively address bugs or inefficiencies through updates or coding fixes.
    •   Assist with system integrations and ensure smooth data exchange between platforms using APIs and other integration tools.
    •   Prepare user manuals and technical documentation, including system workflows and coding references.

- Facilitate training for end-users to ensure effective adoption of new systems or enhancements.

3. Corporate Governance

- Ensure all systems and processes comply with data protection regulations, industry standards, and organizational policies.
- Regularly review system policies to ensure they meet evolving legal and regulatory requirements.
- Participate in internal audits to verify adherence to governance frameworks and identify areas for improvement.
- Collaborate with compliance and risk teams to mitigate potential vulnerabilities in code or system design.

4. Culture

- Foster a collaborative and inclusive culture by promoting open communication and knowledge sharing among teams.
- Act as a cultural ambassador by advocating for organizational values and aligning system solutions with these values.
- Promote a culture of innovation and continuous learning, encouraging the adoption of advanced coding techniques and frameworks.
- Build strong relationships across departments to break down silos and create a culture of trust and cooperation.
- Contribute to creating a positive work environment by supporting diversity, equity, and inclusion initiatives in all system-related projects.

Key Competencies

- Coding Skills. Ability to write, test, and debug code for system enhancements and automation.
- Analytical Expertise. Proficiency in breaking down complex problems and proposing data-driven solutions.
- Business Acumen. Understanding of how technical systems impact business operations and outcomes.
- Project Management. Skilled in managing time and resources to meet project deadlines.
- Continuous Learning. Commitment to staying updated on evolving coding practices and system trends.

Academic Background & Relevant Qualifications

- Bachelor's or Master's degree in Computer Science, Information Systems, Software Engineering, or a related field.
- Certifications in programming and systems-related domains (e.g., OCP Java, Microsoft Azure, AWS, Agile certifications) will be an added advantage.
- Minimum of 2-5 years of experience in system analysis or a related field.
- Proven experience in coding and scripting for system enhancements and workflow automation.
- Familiarity with system workflows and process optimization techniques.

**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 January 2026.
Only shortlisted candidates will be contacted.**