



Job Ref. No: JLIL 417

Position: Software Quality Assurance Engineer

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. 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 **Software Quality Assurance Engineer** within **Jubilee Life Insurance Limited**. The position holder will report to the **Manager – Software Quality Assurance** and will be based at our Head Office in Nairobi.

Role Purpose

The role holder will ensure the delivery of high-quality, reliable, and secure software solutions by designing, developing, and executing comprehensive manual and automated testing strategies across Jubilee's digital platforms. The Software Quality Assurance Engineer will be responsible for validating business and technical requirements, driving test automation, improving software quality practices, and collaborating with cross-functional teams to embed quality throughout the software development lifecycle while ensuring compliance with organizational standards and governance requirements.

Key Responsibilities

Strategy

1. Support the implementation of the Software Quality Assurance strategy by embedding quality engineering practices throughout the software development lifecycle.
2. Contribute to the development and execution of testing strategies that align with business requirements, project objectives, and digital transformation initiatives.
3. Identify opportunities to increase automation coverage, improve testing efficiency, and strengthen software quality across digital platforms.
4. Participate in release planning by providing testing estimates, identifying quality risks, and recommending appropriate mitigation measures.
5. Contribute to the continuous improvement of QA frameworks, standards, methodologies, and testing tools to support scalable software delivery.

Operational

1. Analyse business requirements, functional specifications, and user stories to develop comprehensive test scenarios, test cases, and acceptance criteria.
2. Design, develop, execute, and maintain automated test scripts for functional, regression, integration, and API testing using approved automation frameworks.
3. Perform advanced manual testing, including functional, regression, exploratory, integration, smoke, and user acceptance testing to validate software quality.
4. Validate complex business processes, system integrations, and end-to-end workflows to ensure applications meet business and technical requirements.
5. Integrate automated test suites into CI/CD pipelines to support continuous testing and improve deployment quality.
6. Identify, document, prioritise, and track software defects, performing root cause analysis and working closely with development teams to ensure timely resolution.
7. Review automation scripts and testing artefacts to ensure adherence to coding standards, QA best practices, and maintainable automation frameworks.
8. Participate actively in Agile ceremonies, providing quality assurance input during sprint planning, backlog refinement, daily stand-ups, reviews, and retrospectives.
9. Collaborate with Software Engineers, Business Analysts, Product Owners, DevOps Engineers, and other stakeholders throughout the software development lifecycle to ensure quality is embedded from design through deployment.
10. Contribute to API, performance, and integration testing initiatives where applicable to improve overall application reliability and performance.
11. Develop and maintain comprehensive testing documentation, including test plans, execution reports, defect logs, automation repositories, and quality metrics.
12. Monitor test execution progress, communicate testing status, quality risks, and recommendations to project stakeholders, and support successful production releases.

Corporate Governance

1. Ensure all testing activities comply with Jubilee's Software Development Lifecycle (SDLC), Quality Assurance standards, information security policies, and regulatory requirements.
2. Promote adherence to software quality standards, testing methodologies, documentation requirements, and governance frameworks across development teams.
3. Support audit activities by maintaining complete, accurate, and traceable testing evidence and documentation.
4. Identify quality risks throughout software delivery and recommend appropriate controls to minimise operational and technology risks.
5. Ensure software testing activities support compliance with applicable regulatory, data privacy, and information security requirements.

People and Culture

1. Build collaborative relationships with developers, product teams, business users, and technology stakeholders to promote a quality-first culture.
2. Mentor and provide technical guidance to Junior Software QA Engineers, supporting capability development and knowledge sharing within the team.

3. Promote continuous learning by sharing testing best practices, automation techniques, and emerging quality engineering trends.
4. Demonstrate Jubilee's values through professionalism, accountability, teamwork, innovation, and customer focus in all engagements.
Contribute to continuous improvement initiatives that enhance team effectiveness, testing maturity, and software delivery excellence.

Key Competencies

1. Strong analytical thinking and problem-solving skills.
2. Excellent attention to detail and commitment to delivering high-quality software.
3. Ability to design scalable, maintainable, and reusable automated testing solutions.
4. Strong planning, organisation, and time management skills.
5. Effective communication and stakeholder management abilities.
6. Collaboration and teamwork within Agile and cross-functional environments.
7. Ability to mentor junior team members and share technical knowledge.
8. Continuous improvement mindset with a passion for quality engineering and emerging technologies.
9. High level of integrity, accountability, and professionalism.

Academic Background & Relevant Qualifications

1. Bachelor's degree in Computer Science, Information Technology, Software Engineering, or a related field from a recognised institution.
2. Professional certification such as ISTQB Foundation or Advanced Level, or equivalent, is an added advantage.
3. Certifications in Agile, DevOps, Cloud Technologies, or Test Automation are an added advantage.
4. Minimum of 3–6 years' experience in Software Quality Assurance within a software development environment.
5. Proven experience designing, developing, and maintaining automated testing frameworks.
6. Hands-on experience working within Agile, Scrum, DevOps, and CI/CD environments.
7. Experience testing enterprise applications, APIs, integrations, and digital platforms.
8. Experience working with test automation frameworks, defect management tools, and release management processes.

If you are qualified and seeking an exciting new challenge, please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and Position by 8th July 2026

Only shortlisted candidates will be contacted.