



Job Ref. No. **JLIL215**

Position: **Senior Officer – Service Desk**

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, General 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 **Senior Officer – Service Desk** within **Jubilee Life Insurance Limited**. The position holder will report to the **Senior Manager – Service Desk Administration** and will be based at our Head Office in Nairobi.

Role Purpose

The Senior Officer - Service Desk is responsible for overseeing the efficient and effective delivery of IT support services to internal users. They will play a crucial role in ensuring the smooth operation of the organization's IT systems and infrastructure, managing service requests and incidents, and maintaining high levels of user satisfaction. The Senior Officer will also contribute to the development and implementation of IT service desk strategies, policies, and procedures.

Main Responsibilities

Strategy:

1. Contribute to the development and implementation of IT service desk strategies, goals, and objectives aligned with the organization's overall IT strategy.
2. Continuously evaluate and improve IT service desk processes, workflows, and tools to enhance service delivery and efficiency.

Operational:

1. Manage and prioritize incoming service requests and incidents, ensuring timely resolution and appropriate escalation when required.
2. Provide technical support and guidance to users, troubleshooting hardware and software issues, and resolving technical problems.
3. Monitor and maintain the organization's IT systems, networks, and infrastructure to ensure optimal performance and availability.
4. Create and maintain documentation, including knowledge articles, standard operating procedures, and user guides.
5. Coordinate with internal IT teams and external vendors to ensure the timely resolution of complex technical issues.
6. Conduct regular user training sessions to promote IT best practices and improve user self-service capabilities.

Corporate Governance (Regulatory and Compliance):

1. Ensure compliance with relevant IT policies, procedures, and regulatory requirements.
2. Implement security measures and controls to safeguard the organization's IT assets and data.
3. Contribute to disaster recovery and business continuity planning and testing.

Leadership and Culture:

1. Lead and manage a team of IT service desk personnel, providing coaching, mentoring, and performance feedback.
2. Foster a customer-centric culture within the IT service desk team, promoting professionalism, teamwork, and continuous improvement.
3. Collaborate with other IT teams and stakeholders to enhance cross-functional communication and collaboration.

Qualifications

1. Bachelor's degree in computer science, Information Technology, or a related field. Relevant professional certifications (e.g., ITIL) are a plus.

Relevant Experience

1. Minimum of 3-5 years of relevant experience in IT service desk or technical support roles.
2. Experience in IT service management tools.
3. Experience in the insurance industry or financial services sector is advantageous.

**If you are qualified and seeking an exciting new challenge,
please apply via Recruitment@jubileekenya.com quoting the Job Reference Number and
Position by 22nd April 2024**

Only shortlisted candidates will be contacted.