Position: Senior Officer - Service Desk 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 a **Senior Officer - Service Desk Administration** 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 Administration is a key technical and operational role responsible for supporting the management, administration, and delivery of IT service desk operations to enhance support for the company's insurance operations. This position ensures the service desk provides efficient, high-quality IT support, resolves incidents promptly, and contributes to user satisfaction across all entities. The role encompasses operational support, process execution, user assistance, and corporate governance, while fostering a culture of responsiveness, technical proficiency, and customer focus.

Main Responsibilities

1. Service Desk Operations and Support

- **Operational Support:** Assist in managing daily service desk operations, ensuring 95% of incidents are resolved within SLA timelines.
- **Incident Management:** Handle escalated incidents and service requests, resolving 90% of assigned tickets within 24 hours and achieving a 90% user satisfaction rate.
- **Process Execution:** Execute ITIL-based processes (e.g., incident, problem, change management), reducing repeat incidents by 15% annually under the guidance of the Senior Manager.
- **Tool Administration:** Support the administration of service desk tools ensuring seamless functionality and integration with enterprise systems.
- **Stakeholder Collaboration:** Work with the Senior Manager - Service Desk Administration and business teams to address support needs, delivering measurable outcomes.

2. Service Desk Optimization and Performance

- **Performance Monitoring:** Monitor service desk metrics (e.g., first-call resolution, ticket closure rates), providing weekly updates to the Senior Manager with optimization suggestions.

- **Process Improvement:** Contribute to refining service desk processes, improving resolution times by 10% within 12 months.

- **User Support:** Provide high-quality support to end-users, ensuring 90% of queries are addressed within SLA timelines across all entities.

- **Knowledge Management:** Maintain and update service desk knowledge bases, ensuring 100% accuracy and accessibility for common issues within 3 months of updates.

- **Scalability Support:** Assist in scaling service desk operations to support a 20% increase in user base, targeting 1,000 users by 2027.

3. Innovation and Service Enhancement

- **Technology Adoption:** Support the implementation of advanced service desk features (e.g., self-service portals, chatbots), contributing to a 10% efficiency gain by 2026.

- **Automation Assistance:** Assist in automating routine service requests (e.g., password resets), achieving a 15% reduction in manual effort within 18 months.

- **Innovation Input:** Propose service desk enhancements (e.g., improved ticketing workflows), delivering at least 1 actionable suggestion annually for review by the Senior Manager.

- **Futureproofing:** Support the adoption of emerging service desk trends (e.g., AI-driven support), contributing to a 5% reduction in technical debt annually.

- **Continuous Improvement:** Recommend process and tool enhancements based on user feedback, delivering a 5% annual improvement in service quality.

4. Corporate Governance, Compliance, and Risk Management

- **Governance Adherence:** Ensure service desk activities align with Jubilee's governance policies, reflecting values of integrity and transparency.

- **Regulatory Compliance Support:** Maintain service desk operations in compliance with regional regulations (e.g., Kenya's Data Protection Act, ICT standards), achieving 100% audit readiness.

- **Risk Identification:** Identify and report service desk risks (e.g., data breaches, service delays), contributing to a 15% reduction in incidents through proactive measures.

- **Security Implementation:** Apply security protocols within service desk tools (e.g., access controls, data encryption), maintaining a 99% compliance rate with IT security guidance.

- **Audit Assistance:** Provide service desk data and documentation for audits, supporting zero material weaknesses in controls.

- **Ethical Standards:** Uphold ethical support practices, ensuring transparency and accountability in all responsibilities per Jubilee's corporate governance principles.

5. User Enablement and Collaboration

- **User Training:** Conduct training sessions for 80% of end-users on service desk tools and self-service options, boosting proficiency within 6 months across subsidiaries.

- **Business Collaboration:** Partner with business teams (e.g., claims, customer service) to address IT support needs, improving operational efficiency by 10% annually.

- **Feedback Collection:** Gather and analyse user feedback, achieving a 15% increase in satisfaction scores within 12 months.

- **Change Management Support:** Assist in managing service desk process changes and tool upgrades, ensuring 90% user adoption with minimal disruption within 3 months of deployment.

- **Team Contribution:** Support the service desk team with technical expertise, enhancing support delivery by 10% annually.

6. Performance Monitoring and Reporting

- **Service Metrics:** Monitor and report on service desk KPIs (e.g., resolution time, user satisfaction), delivering weekly updates to the Senior Manager - Service Desk Administration.

- **Issue Resolution:** Track and resolve assigned incidents, maintaining a 90% resolution rate within SLA timelines.

- **Process Metrics:** Measure and report on process improvements, targeting a 10% efficiency gain annually.

- **Compliance Tracking:** Ensure 100% adherence to governance and regulatory requirements, reporting compliance status monthly to the Senior Manager.

- **Continuous Improvement:** Provide data-driven recommendations for service desk enhancements, contributing to a 5% annual improvement in support performance.

Key Competencies.

- Problem-Solving: Capacity to address support challenges efficiently.

- Customer Focus: Commitment to delivering exceptional user support and satisfaction.

- Collaboration: Skill in working with teams to achieve shared objectives.

- Communication: Ability to explain technical issues to non-technical users clearly.

- Ethical Integrity: Dedication to transparency, compliance, and ethical practices.

- Attention to Detail: Precision in ticket handling and process documentation.

Key Deliverables

- Service Desk Support: Ensure 95% SLA adherence and 90% issue resolution within 24 hours annually.

- Efficiency Gains: Improve service desk resolution times by 10%, supporting 10,000 users by 2027.

- Compliance Excellence: Achieve 100% compliance with regulatory and governance standards, with zero audit findings annually.

- Training Completion: Train 80% of end-users on service desk tools within 6 months.

- User Satisfaction**:** Achieve a 90% user satisfaction rate for support services within 12 months.

Qualifications

- Bachelor's degree in Information Technology, Computer Science, Business Administration, or a related field from a recognized institution.
- Professional certifications such as ITIL Foundation, HDI Support Center Analyst, or ServiceNow Fundamentals are strongly preferred.

Relevant Experience

- Professional Experience: 3+ years in IT service desk support, administration, or a related role.
- Industry Exposure: Experience in insurance, financial services, or technology-driven sectors is preferred, ideally with service desk operations.
- Support Expertise: Proven track record of supporting 2,000+ users or significant operational impact.
- User Training: History of assisting end-users with IT tools and troubleshooting.
- Regulatory Awareness: Familiarity with ensuring compliance in a regulated 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 10th April 2025.

Only shortlisted candidates will be contacted.