Job Title	**Manager, IT**	Department	Finance and Accounting
Job Category	Information & Technology	Reports To	MD & CEO
Industry	Insurance	Location/Branch	Head Office, Dar Es Salaam

Main Purpose of the Job - (Job Summary)

The IT Manager in the **insurance industry** is responsible for overseeing the effective operation of the company's information technology infrastructure. This role involves managing IT systems, ensuring the security and availability of data, supporting business processes, and leading the IT team to deliver technology solutions aligned with the company's goals. The IT Manager ensures compliance with industry regulations, manages technology vendors, and oversees the implementation of technology projects that enhance business performance in areas such as claims processing, policy administration, and customer service

Main Responsibilities

1. IT Infrastructure Management
- Manage the day-to-day operations of the IT department, including servers, networks, storage, and software applications.
- Ensure reliable and secure IT systems to support core business functions such as underwriting, claims processing, and policy management.
- Oversee the maintenance, upgrades, and troubleshooting of hardware, software, and network systems.

2. Data Security and Compliance
- Implement and manage security protocols to protect sensitive customer and business data, ensuring compliance with industry regulations and other relevant laws.
- Regularly audit and monitor IT systems for security vulnerabilities and ensure that the company complies with insurance industry standards.
- Manage disaster recovery and business continuity planning.

3. Team Leadership and Development
- Lead, mentor, and manage a team of IT professionals, including system administrators, network engineers, and support staff.
- Conduct regular training sessions to keep the team updated on new technologies, tools, and best practices relevant to the insurance sector.
- Set performance goals and evaluate the performance of IT staff.

4. Technology Strategy and Implementation
- Collaborate with executive management to develop and implement IT strategies that align with the business's long-term objectives.
- Identify and recommend technology solutions that improve operational efficiency, customer service, and data management.

5. Project Management
- Plan and execute IT projects, including new software implementations, system upgrades, and the integration of new technologies.
- Coordinate with internal stakeholders and external vendors to ensure timely and cost-effective

project delivery.
- Develop project timelines, budgets, and manage resources to ensure projects are completed on schedule.

6. Vendor Management
- Manage relationships with external technology vendors, consultants, and service providers to ensure the delivery of high-quality services and solutions.
- Negotiate contracts with IT vendors and manage software licensing and subscriptions.
- Monitor vendor performance and ensure compliance with service-level agreements (SLAs).

7. Support Business Operations
- Work closely with business units, such as underwriting, claims, and finance, to understand their technology needs and provide solutions that optimize business processes.
- Provide IT support to staff and ensure minimal downtime for mission-critical systems.
- Manage the IT helpdesk to provide timely support for internal users.

8. Budgeting and Financial Management
- Develop and manage the IT department's budget, ensuring cost-effective solutions that maximize value for the business.
- Monitor IT expenditures, allocate resources efficiently, and justify capital investment in technology improvements.

Qualifications & Experience:

1. Bachelor's degree in Information Technology, Computer Science, or a related field. A master's degree or Masters is an added advantage.
2. Minimum of 5-7 years of experience in IT management, preferably in the insurance or financial services industry.

Attributes & Competencies

3. Technical Skills:
   - Strong knowledge of IT infrastructure, including networks, servers, and database management.
   - Experience with insurance software systems (e.g., claims management, underwriting systems, policy administration).
   - Knowledge of cybersecurity practices and regulatory requirements
   - Familiarity with cloud computing platforms and data analytics.
4. Leadership Skills: Strong team management, decision-making, and communication skills. Experience in leading cross-functional teams.
5. Project Management: Experience in managing large-scale IT projects, with certification.
6. Problem-Solving: Strong analytical and problem-solving skills, with the ability to address complex technical issues. **Honesty, integrity, and reliability** – Strong ethical standards and the ability to work well in a team environment.

Job Title	**Manager, Claims**	Department	Claims
Job Category	Claims	Reports To	MD & CEO
Industry	Insurance	Location/Branch	Head Office, Dar Es Salaam

Main Purpose of the Job - (Job Summary)

The Claims Manager is responsible for overseeing the processing and handling of insurance claims to ensure that they are managed efficiently, accurately, and in compliance with company policies and regulatory requirements. This role involves supervising a team of claims adjusters, handling escalated claims issues, ensuring excellent customer service, and coordinating with other departments to streamline claims processes.

Main Responsibilities

1. Claims Processing and Management
- Oversee the timely and accurate processing of insurance claims in accordance with company policies and procedures.
- Ensure that all claims are investigated and evaluated thoroughly to determine coverage, liability, and payment.
- Review and approve high-value or complex claims.
- Work closely with adjusters to ensure proper documentation and assessment of claims.

2. Supervision and Team Leadership
- Lead and manage a team of claims adjusters, providing guidance and support to ensure high performance.
- Conduct regular performance reviews, provide coaching, and set goals for the claims team.
- Coordinate team meetings to discuss claims trends, updates, and challenges.

3. Customer Service
- Handle escalated claims and resolve any disputes or complaints from policyholders or third parties.
- Ensure that the claims team provides excellent customer service and that communication with claimants is clear, timely, and professional.
- Work with customers to explain coverage options, claim procedures, and settlement details.

4. Regulatory Compliance
- Ensure that all claims are handled in accordance with relevant laws, regulations, and company policies.
- Stay updated on changes in insurance laws and regulations, and implement necessary updates in the claims process.
- Coordinate with the legal department on complex claims or those involving litigation.

5. Process Improvement
- Identify areas for improvement in claims processing and develop strategies to increase efficiency.
- Implement new technologies, software, or procedures to streamline claims management.
- Monitor key performance metrics related to claims handling and work to improve performance

and customer satisfaction.

6. Reporting and Analytics
- Prepare regular reports on claims activity, performance metrics, and trends for senior management.
- Analyze data to identify potential fraud, high-risk claims, or emerging claims trends.
- Work with other departments, such as underwriting, to share insights and recommend changes to policies or procedures based on claims data.

Qualifications & Experience:

7. Bachelor's Degree insurance, business administration, or a related field (preferred), or a related field, Masters is an added advantage.
8. Professional certifications such as COP, CII.
9. At least 5 years in claims management, with a strong background in insurance.
10. Excellent communication and negotiation skills.
11. In-depth knowledge of insurance claims processes, regulatory requirements, and industry best practices.
12. Proven leadership and supervisory experience, with a track record of managing a team.

Attributes & Competencies

1. Claims investigation and evaluation
2. Team leadership and management
3. Customer service and dispute resolution
4. Regulatory compliance
5. Process improvement and efficiency.
6. Reporting and data analysis

NOTE:

- Before you apply, please ensure you meet the requirement of the positions.

- We will appreciate receiving your application by sharing your CV and cover letter addressed to **info@brykesmarthub.org** by **24h October 2024.**

- Only shortlisted candidates will be contacted. If you don't hear from us within 5 days after the deadline, please count yourself unsuccessful.

.... **The End**..