

CLARKSON INSURANCE BROKERS LTD

JOB DESCRIPTION

JOB DETAILS

Job Title: Manager, Technology and Innovation	Grade:
Supervisor/Manager Title: Chief Finance Officer	Section: Technology and Innovation
Department: Finance & Administration	Work centre:

Job Summary:

Responsible for managing ICT related matters for Clarkson Offices in Uganda and may also be required to support Clarkson offices in Kenya, Tanzania and Zambia and any other subsidiaries to be set up in the future.

Key Responsibilities and Role Requirements:

KRA 1: Leads the Development & Implementation of the ICT Strategy

Work collaboratively with Clarkson EXCO and Management to develop ICT plans that will facilitate the delivery of the overall strategy and business plan:

- Work closely with EXCO and management to gain a comprehensive understanding of the overall business strategy and objectives to ensure ICT plans align with the company's vision.
- Identify the key ICT needs that support the business plan to enable the successful delivery of business goals.
- Develop a strategic ICT roadmap that outlines short-term and long-term goals, milestones, resource requirements and timelines for ICT initiatives aligned with the business plan.
- Oversee the delivery and performance of ICT services and systems to ensure that they meet service level agreements (SLAs) and support the operational needs of the business.

KRA 2: Leads Digital Transformation and Innovation

Drive adoption, integration, and continuous improvement of digital technologies and innovative solutions to enhance business processes, improve customer experience, and increase operational efficiency at CIBU.

- Develop and integrate Emerging Technologies and Execute Digital Strategy; develop a digital transformation roadmap aligned with Clarkson's goals, driving efficiency, agility, and innovation, and recommending emerging digital solutions to enhance operations and customer interactions.

- Enhance Digital Customer Experience; develop and implement self-service digital platforms and automation tools to enhance customer interactions and streamline service delivery.
- Foster Innovation Culture; promote a culture of innovation by engaging cross-functional teams, encouraging experimentation, and driving continuous improvement initiatives.
- Data-Driven Decision Making; establish data analytics frameworks and business intelligence tools to support data-driven decision-making and improve strategic planning.
- Monitor and Evaluate Digital Transformation Impact; establish KPIs and performance tracking mechanisms to measure the success of digital initiatives and ensure continuous optimization.

KRA 3: Develops & Manages ICT Systems

Lead the planning, design, documentation and implementation of systems, tools, and data infrastructure:

- Lead the design of scalable, secure and efficient system architectures utilizing relevant tools and processes that meet the business needs while being adaptable for future growth within the insurance sector.
- Ensure that all systems, tools and processes are thoroughly documented for easy reference and future maintenance.
- Oversee the integration of various data sources across the organization to ensure seamless data flow, consistency, accuracy, security and alignment with business needs to enable informed decision-making and operational efficiency.
- Work with the security team to ensure that all systems and tools meet cybersecurity standards, protect sensitive customer data and ensure compliance with industry regulations.
- Implement a structured change control process to manage updates, patches and new system features to ensure minimal disruption to business operations.

KRA 4: Manages ICT Resources

Manage the purchasing, installation, maintenance and management of Clarkson ICT resources, including hardware, software, equipment and the ICT budget:

- Regularly evaluate the organization's ICT needs by engaging with key stakeholders to understand current and future hardware, software and equipment requirements to ensure they align with business goals
- Develop a procurement strategy to ensure cost-effective purchasing decisions for hardware, software, and other ICT resources.
- Manage all technology asset acquisition, maintenance and disposal ensuring there is ROI on asset investment.
- Regularly audit and track software licenses to ensure compliance with licensing agreements and avoid legal or financial risks related to unauthorized use.
- Establish a maintenance schedule for all ICT equipment, including regular updates, patches and preventive checks to ensure optimal performance and minimize downtime.

KRA 5: Manages ICT-Related Risks

Lead on the identification of Clarkson's ICT-related risks and the development & implementation of risk-management controls and practices:

- Lead the identification of potential ICT-related risks by regularly conducting thorough risk assessments across all systems, infrastructure and processes to spot vulnerabilities or areas of concern (Risk management Framework)
- Work with department heads, security teams and external experts to gather insights into potential ICT risks that may affect business operations, data security or compliance.
- Develop and enforce risk control practices and security measures, such as encryption, multi-factor authentication, role-based access control and routine system audits to prevent and manage potential risks.
- Develop and implement clear incident response protocols for ICT-related security breaches or failures.
- Develop key performance indicators (KPIs) and metrics to track the effectiveness of implemented risk management strategies and provide regular reports to senior management on risk status and mitigation progress.

KRA 6: Manages People & Supports Users

Ensure that the ICT function is resourced with high performing and well-motivated staff, consultants and outsourced service providers to deliver efficiently and effectively against ICT strategy and plans; ensure staff capacity building:

- Regularly evaluate the ICT department staffing requirements to ensure it is adequately resourced with the right skills and capabilities to execute the ICT strategy and meet business goals.
- Lead the recruitment process to hire skilled, experienced and high-performing staff for the ICT department while focusing on both technical expertise and cultural fit with CIB's organizational values
- Define and communicate clear performance expectations and measurable goals for ICT team members, consultants and service providers.
- Lead the performance review process for ICT staff, provide constructive feedback, recognise achievements and identify areas for improvement to drive continuous professional growth.
- Develop personalised professional development plans for ICT staff that align with both their goals and the organisation's needs.

Role Reporting Relationships:

Reports Directly To: Chief Finance Officer

Reports Indirectly To: N/A

Direct Reports: Systems Support Officer

Indirect Reports: N/A

Educational Requirements:

- Bachelor's Degree in Systems and Information Technology, Computer Science or related.
- Master's Degree will be an added advantage.
- Possess relevant certifications e.g. ITIL, Certified SAF Agilist, Prince 2, PMI-Agile, CISA, and Microsoft Certified: Azure Solutions Architect Expert (Microsoft Azure),

Related Job Experience/Qualifications:

- 4+ years in Managing IT Service Management (Networking, Cloud Azure support, AWS
- 5+ years of experience in digital transformation, IT strategy, innovation management, or technology leadership roles.
- Strong track record of implementing digital customer engagement solutions (e.g., self-service portals, chatbots, mobile apps).
- Experience managing and supporting Enterprise Resource Planning Systems and Electronic Document Management Systems is an added advantage.
- Experience leading cross-functional teams and managing change in digital transformation projects.
- Experience in the insurance sector will be an added advantage

Additional skills:

- Excellent interpersonal and leadership skills with highly demonstrable competencies in performance management.
- Proven Strong project management, able to work well with diverse stakeholders and development groups.
- Experience in business continuity management, including data and cybersecurity risk management across a geographically distributed organization.
- Proactive communicator with excellent oral and written communication skills; strong customer support orientation.
- Resourceful and dependable problem solver with a strong sense of ownership and accountability.

How to Apply:

Send your application (cover letter and a CV not exceeding 3 pages) to recruitment@theleadershipteam.org with the subject line ***"Application for Manager, Technology and Innovation at Clarkson Insurance Brokers"***

The deadline for receiving applications is **15th April, 2026**