

**Head Office:**

📍 Plot 1 Bombo Road | P.O.Box 9393, Kampala, Uganda
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✉ swico@swico.co.ug 🌐 www.swico.co.ug
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JOB OPPORTUNITY: BUSINESS ANALYST

Location: Kampala, Uganda

Department: Information Technology

Reports to: Head of ICT

Statewide Insurance Company Ltd (SWICO) is seeking a highly motivated and skilled **Business Analyst** to join our team. This role is critical in bridging business needs with technical solutions, ensuring that our IT systems are aligned with organizational objectives, secure, scalable, and efficient.

Key Responsibilities

- Analyse and document business processes, systems, and requirements across insurance functions (underwriting, claims, policy administration, etc.).
- Gather, validate, and manage business and functional requirements from stakeholders.
- Translate business needs into clear technical specifications for development and testing teams.
- Collaborate with IT, actuarial, operations, compliance, and finance teams to ensure alignment of solutions.
- Support system implementations, data migrations, integrations, and workflow improvements.
- Develop process flows, BRDs, functional specifications, and use cases.
- Facilitate user acceptance testing (UAT), training, and ongoing user support.
- Monitor project progress, resolve system issues, and ensure compliance with regulatory requirements (e.g., IFRS 17, insurance authority guidelines).

Qualifications & Requirements

- Bachelor's degree in Information Technology, Computer Science, Information Systems, or related field.
- 3–5 years' experience as a Business Analyst, Systems Analyst, or in a similar IT role.
- Proven experience in system implementation, integration, and support.
- Strong knowledge of databases (SQL, Oracle, MySQL) and SDLC methodologies.
- Familiarity with ERP, CRM, or core business applications is an advantage.
- Professional certifications (e.g., ITIL, CBAP, Microsoft, Oracle) are an added advantage.



A MEMBER OF THE UGANDA INSURERS ASSOCIATION



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Preferred Skills

- Strong analytical and problem-solving abilities.
- Excellent communication and documentation skills.
- Ability to translate business requirements into technical solutions.
- Knowledge of process modelling and system design tools.
- Attention to detail, accuracy, and security awareness.
- A collaborative, team-oriented mindset.

Performance Indicators

- Timely delivery of IT solutions and enhancements.
- High user satisfaction and adoption rates.
- Reduced system downtime and improved performance.
- Compliance with IT policies, security, and regulatory standards.
- Quality documentation and user training.

How to Apply

Interested candidates should submit their CVs to: recruitment@swico.co.ug on or before 31st October 2025



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