Bilingual Technical Support Services Analyst

Requisition	R0000174067
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 25, 2026
Date in the description	June 4, 2026
Posted deadline	December 2, 2026
Last day to apply	December 1, 2026
Business area	TECHNOLOGY AND OPERATIONS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Work arrangement	Remote
Pay type	Salaried

The position

Join RBC's Technology Service Desk as we continuously deliver superior service to our operational businesses throughout the enterprise. We continue to modernize operational our support services processes by delivering enterprise solutions. We are seeking talented & adaptable Tech Support Analysts supporting RBC employees with their technical needs. You will be working in a fast-paced environment answering calls and chats.

Initial training will be conducted over a two-week period during which you will need to be available during the day from Monday to Friday.

Responsibilities

- Monitoring and categorizing incoming calls and conversations, analyzing frequently asked questions and defining procedures.
- Technical Support Services analysts are the first point of contact for internal employees who meet their technical needs.
- Solve Level 1 and Escalate Level 2 technical problems Support teams.
- Evaluate the effectiveness of new tools and utilities used for service counter services.
- Participate in the analysis of problems or problems identified by the client that may require changes to procedures, standards or systems.
- Ensure that employees receive excellent support during their engagement.
- Ability to solve basic troubleshooting problems for computer hardware, software, mobile devices, printers, telephony and remote access.
- Will support employees by Chat and Appeals.

Hours of Work

- This is a Work from Home position.
- Our office is open 365 days a year, 24 hours a day.
- He must be able to work 37.5 hours a week. Days or nights.
- Requires a quiet and secure space in your home to fulfill your role.
- Internet/WiFi connection required.

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Qualifications

Requirements

- Bilingualism (English and French) is required, as you will regularly deal with RBC partners and/or employees across Canada with needs in both English and French.
- Excellent oral and written communication skills.
- Prior experience in customer service.
- Strong analytical and technical arrangement.
- Client first mindset.
- Good understanding of Microsoft Office computer operating systems and applications.

Assets

- Microsoft certifications.
- Service Knowledge Now, Software Center.
- VPN and RSA experience/knowledge.

Pay and benefits

RBC teams aim to grow by working together, thinking ahead and giving dependable advice that helps clients and communities prosper. They support one another, develop their potential and strive for outcomes that benefit the communities they serve as well as the bank.

- A total compensation program with competitive pay, bonuses and flexible benefits, plus commissions and stock where applicable.
- Managers who coach employees and help them find opportunities to develop.
- Ability to make a difference and have a lasting impact.
- Join a collaborative team that works at a high standard and looks for new ways to improve.
- A world-class financial services training program.

Job Skills

Critical thinking, Customer service management, Group problem solving, Support support, Installation support, IT standards, Needs analysis, Technical troubleshooting, Time management

RBC accepts applications until 11:59 p.m. on the day before the posted deadline.

Our Employment Opportunities

RBC works as One RBC and follows five shared values: putting clients first, integrity, collaboration, respect and excellence. As one of the world’s largest and most successful banks, it sees inclusion and different perspectives as important to continued growth. RBC supports staff in doing their best work, working together, innovating and developing professionally. Its policies and programs foster respect, belonging and opportunities for everyone to create value for clients and communities.

Talent community

People who join RBC’s talent community can receive new postings, career advice and recruitment event updates tailored to their interests.

RBC’s careers portal shares information about career paths and how its teams contribute to client and community well-being.

RBC is accepting applications for an existing vacancy. Qualified applicants may hear from the recruitment team for a more detailed review of their résumé.

Search for requisition R0000174067 on the RBC careers portal.

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