Manager - TOR IT Risk & Domain Governance

Requisition	R0000188183
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 24, 2026
Date in the description	November 23, 2026
Posted deadline	December 31, 2026
Last day to apply	December 30, 2026
Business area	TECHNOLOGY AND OPERATIONS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

The Technology Operations & Resiliency (TO&R) Risk and Domain Program Manager will play a critical role in driving operational excellence and ensuring robust risk mitigation across the Technology and Operations (T&O). This position is responsible for planning, executing, and overseeing strategic IT operations and risk management programs while maintaining alignment with organizational objectives. The role is primarily focused on facilitation of IT resiliency by ensuring that defined activities are being actively performed and agreed deadlines are being met. Additional responsibilities will include facilitation of audit exams on teams within the TO&R organization.

TO&R Portfolio Management & Delivery

- Aid in planning, facilitate execution, and program manage Technology Operations & Resiliency (TO&R) and Risk Management initiatives from initiation through closure
- Manage cross-functional teams and stakeholders to ensure coordinated program execution
- Track and report on deliverables and timelines against established baselines
- Identify, detail and recommend remediation options for program risks, issues, and dependencies as the occur within the TO&R group
- Produce and report program status and measures to senior management, regularly updating and assessing risks
- Fostering a culture of continuous improvement through problem-based learning and the capture of organizational knowledge

TO&R Risk Management

- Partner with technology owners to document, manage, and drive risk issue remediation plans ensuring risk compliance and technology integration between CNB and RBC
- Manage multiple TO&R risk issue remediation projects simultaneously, prioritizing initiatives for timely completion
- Facilitate Audit/TO&R teams during audit exams, ensuring deliverables are met within set time frames.
- Ensure that available and emerging AI/machine learning tools are used appropriately to improve and support the activities carried out
- Design report templates, metric document creation steps, dictionaries, calculation, ownership and distribution schedule aligned with stakeholder needs.

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Risk Governance & Compliance

- Collaborate with multiple towers within TO&R, enterprise risk and 2LOD to ensure RBC and CNB technology maintains compliance across technology-related Risk, Audit, and Regulatory findings
- Ensure current status of Risk items (assigned to TO&R) are correctly reported and interpreted within all level of senior management

Qualifications

Key Competencies

- Organization and Task Management: Monitor and track progress in multi-team multi-step tasks, ensuring completion dates are met.
- Risk Assessment and Mitigation: Identify threats and implement effective control measures
- Leadership and influence: Inspire and direct teams towards common goals
- Analytical thinking: Interpretation of complex data and informed decision-making
- Communication and Collaboration: Clearly convey information to all organizational levels
- Compliance and Governance: Maintaining Compliance with Organizational Policies, Regulations and Standards
- Pro-active problem management and business resilience: Lead proactive problem management initiatives to prevent problems and reduce operational disruptions in RBC's technology and operations.

Requirements

- At least 5 years of experience in project management in the banking, financial, risk management, compliance or regulatory sectors.
- Competency in project management tools, practices and methodologies, including agile approaches, waterfalls or hybrid approaches.
- Track record of successful program delivery and stakeholder management
- IT Operations or systems management background
- Knowledge of ITSM/ITIL enterprise service management platforms
- Knowledge of best practices in IT operations (ITIL, COBIT)
- Knowledge of risk management frameworks and standards (COSO, ISO 31000, FFIEC)
- Technical writing capacity for control procedures, audit documentation and audit closure kits
- Exceptional skills in strengthening relationships and managing stakeholders at various levels of function and organization
- Knowledge of IT security, governance and control frameworks

Assets

- ITSM/ITIL Certification
- Experience in IT problem management
- Experience in supporting application and/or infrastructure
- Industry certifications: CPA, CISA, CRISC, CISM, CISSP, CIA, PMI, PRINCE2

Job Skills

Decision-making, Information Technology Audit, Change Management ITIL, ITIL Framework, ITIL Basic Principles, ITIL Incident Management, ITIL Life Cycle, ITIL Management, ITIL Practices, ITIL Problem Management, ITIL Process, Project Management, Project Planning, Outcome Orientation, Task Delegation, Team Management

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

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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 R0000188183 on the RBC careers portal.

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