Senior Director, Technology Infrastructure Operations & Resiliency

Requisition	R0000191597
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 2, 2026
Last day to apply	December 3, 2026
Posted deadline	December 4, 2026
Business area	TECHNOLOGY AND OPERATIONS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

As the Senior Director, Technology Infrastructure Operations & Resiliency, you will lead the shift of Royal Bank of Canada's Technology Operations & Resiliency (TOR) team to a proactive, data-driven model that closes problems before they affect clients. The Senior Director will define this new operating model and the KPIs and tools that run it, and will drive the AIOps and automation adoption that underpins cost and resource optimization across Technology Infrastructure and Technology and Operations & Resiliency.

Responsibilities

- Define the new proactive operating model, including the process, pace, governance and data collection architecture.
- Define operational KPIs (internal and external), RAG thresholds, and drill-in views across daily, monthly, quarterly, yearly, and historical timeframes.
- Develop the data model that underpins operational perspectives and work with the Data Governance Committee to integrate new data elements and identify sources of trust.
- Lead the development of operational views and data collection using tools such as AIOps, Mission Control, Elastic and Power BI.
- Own the product roadmap and direct agile sprints for initial transformation and continuous improvement.
- Promote the adoption of AI for data analysis and automation, including RBC internal AI tools, RBC in-depth research and mission control.
- Lead the management of operational change to better understand and adopt the new model.

Qualifications

Requirements

- BSc, with experience covering business and technology in large-scale enterprise engineering
- Experience designing, building, and scaling an enterprise-grade business engineering platform
- Practical experience with Power BI, Elastic, AI/LLM development, DevOps tool chains and Kanban cards
- ITIL knowledge, with strength in proactive problem management and continuous improvement
- Experience in human leadership, including team building, leadership development and operational change

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Assets

- MBA

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.
- Capacity to make a difference and sustainable impact
- Join a collaborative team that works at a high standard and looks for new ways to improve.
- Flexible work/life balance options
- Opportunities to do challenging work
- Opportunities for progressively fulfilling greater responsibilities
- Access to a variety of job opportunities across business

Job Skills

Massive data management, budgeting, business case design, operational performance management, business statistics, critical thinking, knowledge organization, long-term planning, business requirements, performance management (PM)

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 R0000191597 on the RBC careers portal.

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