# Manager, Application Resiliency

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| **Requisition** | R0000192057 |
| **Employer** | Phillips, Hager & North Investment Management Ltd. |
| **Canadian locations** | Vancouver (Colombie-Britannique, Canada) |
| **Primary address** | 1025 GEORGIA ST W, VANCOUVER, BC V6E 3N9, Canada |
| **Posted** | November 13, 2026 |
| **Date in the description** | November 6, 2026 |
| **Posted deadline** | December 4, 2026 |
| **Last day to apply** | December 3, 2026 |
| **Business area** | WEALTH MANAGEMENT |
| **Employment status** | Regular |
| **Work schedule** | Full time · 37.5 h per week |
| **Pay type** | Salaried |

## The position

As part of the RBC Global Asset Management (GAM) Operations team, you will oversee the upkeep all RBC GAM's applications. You will oversee timely incident resolution and change implementation. You will also get involved directly or request coordination of resources from other technical teams in the group.

## Responsibilities

- You will oversee leading, guiding and developing application support engineers and analysts
- You will oversee the main operational support of several software applications, and occasional weekend releases
- Participate in defining SLIs, SLOs and SLAs for Enterprise Systems.
- Participate in the Scoreboard and alert creation and support, technical assessments and make recommendations
- Automate and streamline processes to produce sustainable systems and services.
- Issue investigation and escalation to 3rd level support, such as Development Team, Infrastructure or Vendor, where required.
- Gather and analyze metrics from both applications and infrastructure to help with performance tuning and fault finding.
- Make proactive recommendations to address technical system problems, improve system performance to advance our capabilities, anticipate client demands, and innovate to continuously improve the system.

### Qualifications

## Requirements

- 8 years and more experience in application support, production operations, software engineering or technology operations
- Minimum of 3-5 years experience in managing application support, production support, SRE or technological development teams
- Strong working experience with incident management and setting up monitoring alerts.
- Work experience with evolving containerizzato systems in the public cloud (Azure, Red Hat OpenShift, HTTP and IP network concepts).

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## Assets

- Strong hands on experience with SQL, application logs, API, middleware, batch planning and observation tools
- Work experience with scalable containerizzato systems in the public cloud (OCP and GKE/GCP).
- ITIL experience
- Project Management experience or PMO experience (product enhancements, facilitation)

## 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.

- Exhibiting strong examples of mentoring and leadership
- A world-class financial services training programme
- Opportunities to be a valuable member of a close collaboration team that encourages networking
- A comprehensive total premium program including flexible premiums and benefits

## Job Skills

AI Ops, Business Performance Management, Communication, Decision Making, Enterprise Application Delivery, Group Problem Solving, Information Technology (IT), Information Technology (IT) Infrastructure, Interpersonal Relationships, IT Service Management (ITSM), IT Systems Management, Long Term Planning, Project Management, SRE Observability, 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 R0000192057 on the RBC careers portal.

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