DR Planning and Operations Specialist

Requisition	R0000192403
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	600 QUEENS PLATE DR, TORONTO, ON M9W 0A4, Canada
Posted	November 17, 2026
Last day to apply	December 30, 2026
Posted deadline	December 31, 2026
Business area	TECHNOLOGY AND OPERATIONS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

The Disaster Recover (DR) Planning and Operations Specialist is responsible for implementing Cutover at RBC and integration with various RBC systems such as Service Now, LeanIX, PagerDuty and Webex. The incumbent is responsible for digitizing existing Datacentre Runbooks and Orchestration Playbook to be used during a DR Event or Tabletop Exercise. In addition, responsible for owning and maintaining the Cutover application life cycle, from development to production implementation. Leveraging artificial intelligence capabilities where possible.

As a member of the DR Planning and Operations team, you will also be accountable for creating and maintaining DC Runbooks, Annual Quality Assurance Control testing and Annual Tabletop exercises. This role requires knowledge in AI-driven monitoring platforms and the ability to maintain business continuity during critical infrastructure failures and testing. This is an exciting opportunity to help elevate RBC Disaster Recovery posture to manage DR events before they impact business operations.

Responsibilities

- Create, maintain / update Datacentre (DC) Runbooks: Infrastructure Application in support of the Critical Business Services (CBS)
- Responsible for the creation and updating of all documentation of DC race books: commercial, technical, control documentation
- Responsible for the creation and updating of all the documentation of the Orchestra Playbook : Business Documentation, Technique, Control
- Support the play game DC Runbook and Orchestration Playbook Production Toolset.
- Respond to and remediate any DC Runbook and Orchestration Playbook incidents; escalating when appropriate
- Work with members of the team to drive solutions to open DR P&O Alerts and Incidents
- Escalate and work with vendors to trouble-shoot and repair failed system
- Work with multiple hardware and software platforms at an intermediate level.
- Work with technology partners to support all tasks of Disaster Recovery Runbooks and Orchestra Playbooks
- Design, development, implementation and maintenance of disaster recovery tools and reports
- Implement Cutover Recover and Respond in RBC with integration with RBC service now, LeanIX, WebEx, other tools

Qualifications

Requirements

- 5+ years in IT operations, systems administration, Incident, Problem or Change management
- Knowledge of Disaster Recovery life cycle. Failovers, Runbooks, Playbooks, Orchestration

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- Demonstrated experience running and validating Datacenter's disaster recovery roundbooks in production environments.
- Experience in Scripting and Automation, AI and Machine Language.
- Working knowledge with Service Now, Confluence, Jira, PagerDuty, WebEx collaboration tools.
- Strong communication and ability to communicate effectively with various stakeholders, from technical specialists to senior managers.

Assets

- Knowledge of Cutover Recover and Cutover Responder tool
- Understanding Business Continuity Planning (BCP)
- A good understanding of network-based technologies and processes, such as Cisco product suite, such as Cisco SD-WAN, switches, firewalls and F5 load balancers.
- A good understanding of Mainframe and Server-based technologies and processes such as Window (Physical and Virtual), AIX, Unix, Linux, Storage
- Understanding cloud-based technologies
- Project management skills

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.
- Opportunities to do challenging work

Job Skills

Business Continuity and Disaster Recovery (BCDR), Client Service, Data Centre Management, Decision Making, Group Problem Resolution, Physical Infrastructure, Interpersonal Relationships, IT Systems Management, Long-Term Planning, Service Demand 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 R0000192403 on the RBC careers portal.

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