Data Centre Specialist

Requisition	R0000192582
Employer	Royal Bank of Canada
Canadian locations	Stratford (Ontario, Canada)
Primary address	1 CRANE AVE, STRATFORD, ON N5A 6S4, Canada
Posted	November 16, 2026
Last day to apply	December 17, 2026
Posted deadline	December 18, 2026
Business area	TECHNOLOGY AND OPERATIONS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

The successful candidate will oversee the effective installation, operation and maintenance of the information technology systems of a data centre essential for corporate missions, including the effective and strategic completion of preventive maintenance, work requests and responses to daily operational activities on a 24-hour rotation X 7 days.

Staff will provide the support necessary to complete electronic equipment facilities in the Data Centre cabinets, including certain wiring requirements, the configuration of the management module and troubleshooting using a remote operating model.

It will help with the performance of tasks in highly sensitive environments, and will provide overall oversight of suppliers and the operation of construction systems, including various computers and network equipment.

The person will be the primary contact for all client, security and operations commitments between the hours of the scheduled shift. This point of contact will direct daily priorities and distribute the work to the additional team members when needed.

Responsibilities

- Help with resolving common day-to-day operations issues by meeting incident commitments, verification requirements and process documentation
- Ensure that all requests in the ticketing system are processed accordingly and that progress updates are submitted for any new or existing physical installation
- Perform hardware updates, firmware updates, troubleshoot remote connectivity, resolve building errors or hardware problems, and perform diagnostics
- Manage the delivery of computer equipment and parts that arrive on site and administer inventory when needed.
- Communicate with other technology platform clients to determine client demands and help with various vendor equipment
- Participate in checking and monitoring of control room operations, building systems and help with preventative maintenance duties
- Help with documentation and policy creation. Coordinate and attend training sessions when needed
- May be only an IT employee on duty for certain shifts; may be required to work for long periods without relieving himself/herself when responding to priority or emergency situations (including extreme time and/or overtime assignments)

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Qualifications

Requirements

- Secondary school diploma or GED equivalent
- Experience in computer operating systems, software and hardware
- Physical requirements to include rest, climbing and frequent lifting of a minimum of 50 pounds, equipment (computer systems, tools, ladders) and the possibility of safely using lifting devices
- Ability to work on a 24h X 7 day rotation

Assets

- Trade certificate and other technical training would be considered an asset
- Information technology certifications, including ITIL, Network+, A+, CCNA
- Experience with HVAC, chillers and electrical and mechanical components
- Have and maintain a valid driving licence and a good driving record with periodic checks

Pay and benefits

- A comprehensive total premium program including competitive pay, premiums and flexible benefits
- Leaders who invest in your development through coaching and career advancement opportunities
- Ability to produce significant effects on RBC's data and technology strategy
- Work with a dynamic, collaborative, high-performing team on enterprise-scale challenges
- Opportunities for progressively taking on greater technical leadership roles and responsibilities
- Access to learning resources and professional development throughout RBC's business

Job Skills

Client Service, Data Centre Administration, Data Centre Facility Management, Decision Making, Group Problem Resolution, Hardware Infrastructure, Physical Facilities, System Integration Test (SIT), 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 R0000192582 on the RBC careers portal.

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