Director, CIAM Strategic Business Initiatives (Global Security)

Requisition	R0000192828
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	16 YORK ST, TORONTO, ON M5J 0E6, Canada
Posted	November 25, 2026
Last day to apply	January 3, 2027
Posted deadline	January 4, 2027
Business area	TECHNOLOGY AND OPERATIONS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

Royal Bank of Canada is seeking an experienced Director to lead Customer Identity and Access Management (CIAM) Strategic Business Initiatives. This role is central to maturing and aligning customer identity and access management across the enterprise. The successful candidate will join a new and growing team and help the bank respond to rapidly evolving threats in the customer identity landscape.

Responsibilities

- Build, mature and facilitate meetings with IAM Lifecy Governance Model (CLGM) clients with stakeholders in all sectors of business and defence sectors, including developing materials that give visibility to CIAM leadership and emerging risks and trends.
- Own and lead the development of CLGM presentation materials and summary reports that identify deficiencies, technical debt, gaps, and underperforming metrics, giving leadership clear visibility of items requiring action.
- Engage stakeholders and partners to develop and maintain the CLGM framework governing the CIAM domain across the organization.
- Work with stakeholders to assess the current CIAM capabilities and define a future target state aligned with operational objectives, safety needs and regulatory requirements.
- Contribute to CIAM's strategic roadmaps that guide the company towards the maturity of the target state and update them to reflect new security trends and regulatory changes.
- Collaborate with stakeholders, CLGM members, and leadership to define reporting metrics that track key indicators and roadmap progress against forecasts.
- Identify key data elements and oversee the development of data pipelines that drive automated metrics for CLGM reporting.
- Drive and participate in initiatives that advance CIAM maturity and remediation across the enterprise.

Qualifications

Requirements

- 10 years of experience in preparing reports and presentations from senior managers that distill large amounts of data into clear messages and images.
- Excellent verbal and written communication skills, including for executive and regulatory audiences.

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- Demonstrated ability to critically think and lead end-to-end initiatives to a high level of quality.
- Experience in conducting inter-functional initiatives and managing multiple work areas with strong accountability.
- Proven delivery of large-scale inter-functional programs with project or program management experience.
- Experience facilitating large forums with senior audiences.
- Knowledge of CIAM operations, safety, regulatory risks and requirements, relevant technologies and industry best practices.
- Ability to identify and mitigate IT risk deficiencies or maturity of the IAM, with experience in IT risk management (e.g., risk, controls or audit).
- A highly organized, retail-oriented self-start that works independently.
- An undergraduate degree.

Assets

- Experience in identity and access management.
- Work experience in a global financial organization.
- Certification as CISSP, CIA or CISA.
- Previous people management experience.

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.
- A world-class financial services training programme
- Flexible work/life balance options
- Opportunities to do challenging work

Job Skills

Ability, business acuity, creative vision, decision-making, long-term planning, management courage, organizational leadership, organizational preservation and policy, strategic thinking

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 R0000192828 on the RBC careers portal.

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