Director, CIAM Business Enablement (Global Security)

Requisition	R0000192832
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

The Director, CIAM Business Enablement will be responsible for leading the CIAM Business Enablement team, a new and growing group that matures and aligns Customer Identity and Access Management (CIAM) across the enterprise. You will lead the Product Quality Assurance (QA) and metrics teams and drive initiatives that strengthen CIAM maturity and remediation in response to an evolving customer identity threat landscape. Your scope includes business analysis and testing for CIAM products, integrations, and enhancements, as well as the metrics and reporting that give leadership visibility into CIAM risk and performance.

Responsibilities

- Lead and develop QA and metric teams of the product.
- Encourage, lead and participate in initiatives that promote CIAM maturity and the rehabilitation of the entire company.
- Engage stakeholders and partners in the Customer IAM Identity Governance Model (CLGM) to identify key CIAM metrics based on business needs, key risks, emerging threats, and regulatory changes, and maintain a data dictionary.
- Regularly engage stakeholders to identify new measurement requirements and address existing visibility gaps.
- Ownership and formalization of CIAM's first line of defence reporting requirements (1LOD), including reporting frequency and dates, and working with other defence lines to enable CIAM companies to communicate key indicators.
- Promote strong and collaborative relationships in all functional areas.
- Identify data sources, key data elements and guide the development of automated data pipelines that ensure continuous visibility to leadership.
- Lead analysis of CIAM activities, QA and testing (including development of new products, integrations and enhancements) and improve management of backlog to ensure consistent delivery.
- Oversea and develop CLGM summary reports that identify deficiencies, technical debt, gaps, and underperforming metrics for leadership action.

Qualifications

Requirements

- Experience in managing past people management teams.
- 5 years or more in a global financial organization, or knowledge of the IT financial sector.
- 10 years and more practical experience to build reporting solutions using large multisource data sets.
- 5+ across the full data intelligence lifecycle, including data modelling, development, testing, documentation, and deployment.
- Advanced SQL skills and a solid understanding of data warehouse concepts, including modelling.

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- Experience with Python and the ability to automate relationships.
- Practical building reports and dashboards from large multi-source data sets using tools such as Tableau, Power BI or Snowflake.
- Product QA and testing experience, including test plans, defect management, and automation.
- Strong knowledge of analysis, presentation and project management, with experience in preparing senior management documents.
- Communicate effectively and ability to work with stakeholders at all levels.
- Highly organized, detail-oriented self-starter.
- An undergraduate degree.

Assets

- Experience in identity and access management.
- Work experience in a global financial organization.
- Experience in project or program management.
- Data science experience and experience by automating with AI and other tools.

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

Business Outlook, Business Work, Conflict Management, Creative Vision, Decision-making, Financial Risk Management (FRM), Long-Term Planning, Organizational Governance, Organizational Economy and Policy, Supplier 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 R0000192832 on the RBC careers portal.

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