Senior Manager Client Process Enablement

Requisition	R0000192834
Employer	RBC
Canadian locations	Toronto (Ontario, Canada)
Primary address	16 YORK ST, TORONTO, ON M5J 0E6, Canada
Posted	November 26, 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

New challenges are emerging and are rapidly evolving in the landscape of the customer identity threat. In the role of Sr. Manager Process Engage, you will be part of a new and growing team to evolve and align customer identity and access management across the company.

Responsibilities

- Lead, lead and participate in initiatives that promote CIAM maturity and corporate-wide rehabilitation (projects, measures, reports, process inventories, etc.).
- Develop and maintain standardized CIAM processes and procedures using manual and automated processes (e.g., client registration, boarding, authentication, authorization, etc.).
- Work to integrate automation and efficiency into evaluation and documentation processes to allow for more automated monitoring and evaluation.
- Develop and prepare meeting documents, based on manual and automated reporting parameters, for meetings and presentations by senior management.
- Work with CIAM Business Entangle and other areas to integrate reports and materials into the client life cycle governance model forum. Serve as a guide for action feedback to stimulate maturity.
- Help with the review of defence lines and challenge efforts (R & C) related to CIAM maturity initiatives (e.g., explain restoration and data elements, collect detailed data and provide evidence).
- Identify CIAM data (including fraud measures) and reports of increases and meet with partners to identify and make them practical in this data.

Qualifications

Requirements

- 7 years and more experience in IT risk management and corporate governance.
- Strong knowledge of analysis, presentation and project management to manage the end-of-term process.
- Excellent verbal communication skills with an ability to interact effectively with stakeholders at varying levels.
- Experience in piloting initiatives in various functional areas and acting with a strong sense of responsibility in the possession of assigned tasks and in the follow-up to the end.
- Extremely organized, detail oriented, and able to handle multiple work streams.
- Self-start with the ability to work independently.
- Understanding CIAM (CEAM regulatory requirements, relevant technology and industry best practices).

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- Ability to identify and mitigate gaps related to IT Risk or IAM maturity; IT Risk management experience (e.g. risk management, controls, audits).
- Undergraduate degree.
- Project/programme management experience.

Assets

- Experience in field related to identity and access management
- Certified Information Systems Security Specialist (CISSP)
- Certified Internal Auditor (CIA), Certified Information Systems Auditor (CISA)
- Work experience with defence lines (2lod/audit)

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

Client Counseling, Client Prospecting, Commercial Acumen, Decision Making, Enterprise IT Architecture, Group Problem Solving, Human Resources Policies, Organizational Change Management, Solutions Development

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 R0000192834 on the RBC careers portal.

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