Senior Director, Customer IAM Engineering (Global Security)

Requisition	R0000192895
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	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

Customer identity is the front door to RBC. As Senior Director, CIAM Engineering, you will lead the engineering organization that builds, automates and runs the platforms (such as Okta and Auth0) our clients use to sign in securely. You will guide three engineering teams – Authentication & Authorization, Credential Management & Identity Verification, and New Capabilities, Cyber & Fraud – turning the CIAM product roadmap into resilient, well-automated capabilities. You will set engineering standards, shape technical direction with Strategy, Integration Assurance and Enablement, and help build a high-performing, inclusive leadership team. If you want to lead hands-on-minded engineers on a platform that is critical to the bank, this is the role.

Responsibilities

- Lead the Directors of Product Engineering and their teams in delivering roadmap capabilities, tenant provisioning (DEV, SAI, PROD) and platform and security updates.
- Basic configuration, change records and runbooks that allow changes to achieve production safely, with low failure rates.
- Oversee platform operations: log export to SIEM, security advisory response, baseline-variance scanning and root cause analysis of attacks and incidents.
- Ensure credential hygiene: service-account, API token and secret rotation, firecall ID control and attestation of administrative users.
- Drive automation and platform enablement (CI/CD, configuration as code) to reduce manual effort and release risk.
- Perform concept testing and shape technical direction with Strategy, Insurance Integration and Activation.
- Report the ICRs and ICRs (change failure rates, base variance, rotational compliance, recorded automation hours) to the IAM domain leader.
- Recruit, train and train engineering leaders in a responsible, inclusive and efficient team.

Qualifications

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Requirements

- 12 years and over in software or systems engineering, including 5 years and more in security platform engineering or IAM in a large financial institution.
- Practical knowledge of cloud client identity platforms (Okta, Auth0 or equivalent) and standards (OAuth 2.0, OIDC, SAML, MFA).
- Leads engineering managers and managers and makes changes in production in a regulated environment.
- Strong grounding in automation, CI/CD and secure engineering practice, including scripting or coding.
- Undergraduate degree in Computer Science, IT, Cyber Security or equivalent experience, with excellent executive communication skills.

Assets

- CISSP, cloud certification or supplier (e.g. Okta, Auth0, AWS, Azure).
- Experience in fraud, bot defence or identity verification capabilities.

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

Critical Thinking, Cyber Security Management, Decision Making, Detailed Orientation, Information Security Management, Information Technology Security, Interpersonal Relationship Management, IT Security Architecture, Performance Management (PM)

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 R0000192895 on the RBC careers portal.

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