Director, Customer IAM Engineering (Global Security)

Requisition	R0000192937
Employer	Royal Bank of Canada
Canadian locations	Toronto (Ontario, Canada)
Primary address	16 YORK ST, TORONTO, ON M5J 0E6, Canada
Posted	November 25, 2026
Date in the description	November 24, 2026
Posted deadline	December 15, 2026
Last day to apply	December 14, 2026
Business area	TECHNOLOGY AND OPERATIONS
Employment status	Regular
Work schedule	Full time · 37.5 h per week
Pay type	Salaried

The position

Each customer trip starts with a secure connection, and attackers never stop looking at it. As director, CIAM Engineering, you will lead one of three engineering teams that build and manage RBC's customer identity platforms (such as Okta and Auth0).

According to the team, your goal will be authentication and authorization (sign-in, federation, MFA and access policy), the management of credentials and identity verification (lifecycle, keys to pass, secrets and authentication), or new capabilities, cyber & fraud (concept proofs, bot & fraud, attack analysis).

You will own the delivery of the design to production, partner with Strategy, Insurance Integration and Controls, and engineers coaches who care about making the identity right.

Responsibilities

- Lead an engineering team delivering CIAM roadmap capabilities in one of three focus areas: Authentication & Authorization, Credential Management & IDV, or New Capabilities, Cyber & Fraud
- Provision and configure tenants (DEV, SAI, PROD) and apply baseline configuration and security updates through controlled change records.
- Engineer integrations, onboarding packages and new capabilities (SSO, federation, MFA, passkeys, identity verification, risk-based authentication) using approved patterns
- Execute proof of concept and hand results to Strategy and Architecture
- Exploit the platform: export log to SIEM, advisory response, restoration of basic variation and analysis of root causes of incidents and attacks
- Ensure that service accounts, API chips, secret certificates and administrative user certificates are automated and monitored according to policy
- Automate configuration, testing and deployment, and maintain the execution manuals and technical documentation
- Coach, develop and set goals for the engineers and managers of the team

Qualifications

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Requirements

- 10 years and more in software, security or systems engineering, including 3 years and more in IAM at a large financial institution
- In-depth knowledge of authentication and licensing standards (OAuth 2.0, OIDC, SAML, FIDO2) and MFA, the life cycle of credentials or robot fraud and defense
- Hands-on experience with Okta, Auth0 or an equivalent CIAM platform, and coding or scripting skills (e.g. JavaScript, Python, Java) with API and CI/CD experience
- Experience of leading engineers and managers, change of production management, incident response and suppliers
- Undergraduate degree in Computer Science, IT, Cyber Security or equivalent experience

Assets

- Okta or Auth0 certification; CISSP or cloud security certification
- Experience with identity verification providers, SIEM or fraud and behaviour analysis platforms

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

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 R0000192937 on the RBC careers portal.

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