Director, CIAM Controls Assurance (Global Security)

Requisition	R0000193055
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 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

In this role, the Director, CIAM Controls Assurance (Global Security) will oversee the leading of Customer Identity and Access Management (CIAM) controls assurance practice, leveraging Enterprise policies and standards and aligning with our IAM domain governance model. The primary focus will be defining, testing and monitoring the CIAM controls, along with associated models and procedures. The Director, CIAM Controls Assurance will drive tactical deliveries as they relate to major regulatory and audit programs, along with support a strategic approach for the evolution of our IAM control assurance landscape, driving efficiencies through automation and innovation across many cross functional teams within IAM and RBC.

Responsibilities

- Leading engagements for IAM related control testing activities in support of strategic initiatives, regulatory matters and BAU operations and annual attestations, along with collaborating with RBC cross functional teams supporting IAM control compliance and assurance, in alignment with RBC IT standards and best practices.
- Develop, possess and maintain CIAM controls and associated process models and procedures, in collaboration with partners 1LOD and 2LOD, to ensure compliance and risk coverage are established.
- Maintain mappings of the enterprise-wide IAM control process models and procedures, demonstrating compliance to RBC IT standards, along with industry and regulatory requirements.
- Develop and maintain a strategy for ongoing monitoring and monitoring of the identification and cataloguing of potential and completed gaps in the implementation of IAM Enterprise services with respect to CIAM controls and RBC IT standards.
- In collaboration with the IAM's architecture, strategy and product teams, identify, document and support a set of operational requirements and control points to support CIAM controls
- Stakeholders in reviewing the IAM and CIAM procedural documents created by the operational teams and programs to align with controls, standards and regulations.
- Provide CIAM advisory services for all verification, regulatory and third party investigations related to CIAM control, and facilitate the collection of evidence from CIAM environment.
- Analyze and support opinions on all data collected as a result of requests for advice and support to operational, support and project teams on how to respond to follow-up questions and potential questions
- Maintain and maintain CIAM control measures to demonstrate effective control and improvement efforts.
- Ongoing evaluation of controls, processes and procedures, including how we interact with other inter-functional teams, looking for ways to innovate and stimulate efficiency in our way of working.

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Qualifications

Requirements

- 10+ years experience in IT controls and process management, along with control testing practices and methodology.
- 3 years and over in a leadership role of the IAM with practical knowledge of IAM controls and process implementation.
- Strong control design and structured documentation skills
- Analytical experience of operations and risk data
- Experience in people management and leadership
- Strong analytical and technical skills for effective communication and presentation at various levels of management.
- Undergraduate degree in computer science, information technology, cybersecurity or equivalent experience.

Assets

- CISA, CRISC, CISSP or equivalent certifications
- Relevant audit and control testing methodology certifications
- 5 years and over in a global financial organization or knowledge of the IT financial sector
- 10+ years within an IAM operations, IT Risk or Audit role
- Experience in KRI / KPI metrics reporting and analytics
- Working knowledge of IT models and deep data analysis

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.
- Flexible work/life balance options
- Opportunities to do challenging work
- Opportunities for progressively fulfilling greater responsibilities
- Access to a variety of job opportunities across business

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 R0000193055 on the RBC careers portal.

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