Senior Manager, Client IAM Product Quality Assurance

Requisition	R0000193540
Employer	Royal Bank of Canada
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 rapidly emerging and evolving in the customer identity threat landscape. In the Sr. Manager Customer IAM Identity Access Management (CIAM) Product Quality Assurance role, you will drive the CIAM application quality assurance and assessment processes to ensure application security and operational compliance. The role owns test approaches and planning, quality gates, and release readiness for identity solutions. You will be an integral part of a new and growing team to develop and align customer identity and access management across the enterprise.

Responsibilities

- Define, pilot and perform quality assurance tests for CIAM's new products, technologies and solutions before they are deployed to production environments, and align with best practices and standards.
- Work with key stakeholders to identify operational needs and safety and standards requirements to develop quality assessment work programs to ensure solutions meet objectives.
- Establish agile entry and exit criteria, quality barriers and release permits for each release.
- Perform functional, integration, regression and non-functional tests, including final coordination with partners (development teams, suppliers, etc.).
- Develop automated test automation frameworks and integrated test pipelines.
- Document and produce reports to provide visibility for progress on CIAM Product Quality Assurance activities.
- For findings/gaps or non-compliances, recommend and advise partners through remediation options.
- Help with any assessment of CIAM's applications and remediation activities, including supporting CIAM's assessment process with key application custodians, monitoring progress in remediation activities and coordinating with rehabilitation support groups.
- Identify gaps/non-compliance/investigations related to CIAM solutions and provide documentary support to applicants to properly document findings in the finding register.
- Fostering strong relationships with stakeholders allows for active and collaborative working relationships.
- Encourage, lead and participate in initiatives that promote CIAM maturity and the rehabilitation of the entire company.

Qualifications

Requirements

- 12 years or more experience in QA, testing or quality engineering

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- Excellent verbal communication skills with an ability to interact effectively with stakeholders at varying levels
- Experience with testing automation tools and frameworks, API, SQL and log analysis
- Ability to lead initiatives in various functional areas
- Extremely organized, detail oriented, and able to handle multiple work streams
- Self-start with the ability to work independently
- Independent decision-making and ownership of quality outcomes
- Understanding CIAM (ICAD regulatory safety requirements, relevant technology and industry best practices)
- 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

Assets

- Hands-on experience testing IAM and CIAM platform/products
- Project/programme management experience
- Ability to identify and mitigate gaps related to IT Risk or IAM maturity; IT Risk management experience (e.g. risk management, controls, audits)
- Experience in regulated financial services environments

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 R0000193540 on the RBC careers portal.

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