

EMPWR

EMPWR – IT Engineer

**YOUR
CAREER**

The Information Technology (IT) Engineer supports the reliability, security, and performance of technology systems at EMPWR's McMinnville manufacturing facility. This role provides hands-on technical support for employees and plant operations, maintains local IT infrastructure, and partners with Maintenance and other site teams to troubleshoot systems and improve plant performance.

Essential Duties and Responsibilities

- Provide day-to-day technical support for plant employees, including troubleshooting hardware, software, connectivity, and related IT issues.
- Set up, configure, and support computers and other employee technology during onboarding and ongoing operations.
- Support plant network infrastructure, investigate connectivity issues, and help maintain system availability and security.
- Partner with the Maintenance team to troubleshoot PLC-related issues and identify improvements to plant control systems.
- Provide local hardware and software support for SAP-dependent plant operations; coordinate escalation when needed.
- Support improvements to operational technology that enhance manufacturing efficiency, reliability, and performance.
- Work with plant stakeholders and the Group IT team to prioritize and resolve technology needs and deliver IT projects.
- Perform other related duties and projects as assigned.

Qualifications

- Bachelor's degree in Information Technology, Computer Science, Engineering, or a related field required; equivalent education and relevant experience may be considered.
- Minimum of 3–5 years of experience in IT support, preferably in a manufacturing or industrial environment.
- Strong knowledge of IT infrastructure, including hardware, software, operating systems, and network administration.
- Experience troubleshooting industrial automation systems, including PLCs, HMIs, and related manufacturing equipment.
- Experience supporting ERP systems, preferably SAP.
- Working knowledge of IT cybersecurity, network security, and system backup and recovery practices.
- Strong analytical, troubleshooting, and problem-solving skills with the ability to resolve technical issues independently.
- Excellent communication and interpersonal skills, with the ability to collaborate effectively across departments.
- Ability to manage multiple priorities and projects in a fast-paced, 24/7 manufacturing environment.

- Relevant technical certifications (CompTIA, Microsoft, Cisco, or industrial automation) preferred.

Work Environment and Expectations

This is a site-based role supporting an active manufacturing facility. Work may involve time in office, production, and other plant areas, subject to applicable site safety and access requirements. Specific physical requirements, working hours, and any after-hours support expectations should be confirmed by the hiring manager.

Other Duties

This job description summarizes the position's primary duties and responsibilities. It is not intended to be all-inclusive. EMPWR may assign other job-related duties or modify responsibilities as business needs evolve, consistent with applicable law.

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