City of Watertown
Department Proposal for Personnel Addition

Budget Year:	**2026**
Department:	IT
Fund / Div / Dept [xx-xx-xx]:	01-51-86

Note: TAB through cells to enter data into blue cells.

Position Title:	IT Helpdesk Technician
Supervised by:	IT Coordinator
FT or PT:	PT
If PT, # of hours/week:	32
# of months:	12

Estimate of Add to Budget
The job description of a new position will be reviewed and classified a grade by an outside HR consultant.
Utilizing the pay structure that exists in your deparment, estimate what you believe the assigned g/s will be.

Grade:	I
Step:	1

Annual wage:	43,580	Use 2025 pay table rate
Required benefits:	6,341	
Est of ins premiums:	-	2025 premium rates
Compensation estimate:	49,921	
Add'l costs of hire:		List:
Savings due to hiring:		Explain:
Total of Request:	**49,921**	

Rationale for Need: Explain why the position is necessary.

To provide level I support, troubleshoot issues, and ensure smooth operation of the city's IT systems by being a back-up to the IT coordinator.
2024 IT level: 1:250 IT to supported staff
2025 IT level (+ 24 hrs/pay period): 1:192
2026 IT level (+72 hrs/pay period [add this position]): 1:119

Functional role benchmark for municipalities (www.talentmsh.com):
Help Desk: 1 staff per 70-100 users
Infrastructure/Ops: 1 per 100-150 users
Security: 1 per 500+ users
Leadership: ~10% of total IT staff

Gov't/Healthcare typical staffing ratio (www.goworkwize.com)- 1:50 to 1:100
Help Desk support ratio (Gartner)- 1:70