

Austin Water
FY26 Forecast Staffing Request Summary

Temporary/Contractor to Permanent		
Title	Number of Positions	Justification
Customer Experience & Satisfaction		
Customer Service Rep Sr	1	This position offers direct customer service and support AW's Customer Service Contact Center (dispatch) team, which operates 24/7, 365 days a year. It converts four temporary positions into full-time budgeted roles.
Customer Experience & Satisfaction Total		1
Enterprise Resiliency		
Coord, Project	1	This position will replace a temporary employee and will inspect existing water and wastewater infrastructure in the right-of-way. This is to prevent and minimize damage to the AW infrastructure and avoid interruptions to water and wastewater services during fiber optic and telecom projects.
Treatment O & M Tech Senior	2	These positions will replace temporary employees and conduct AW's required inspections and activities of 141 AW Lift Stations and 14 Odor control facilities weekly while also assisting with the maintenance of more than 70 fixed and 20 portable generators.
Enterprise Resiliency Total		3
Operational Optimization		
AW Pipeline Technician Sr	1	This position replaces a current temporary employee and is vital in promoting environmental stewardship and reducing sanitary sewer overflows to comply with the requirements set by EPA and TCEQ. The responsibilities include conducting wastewater manhole inspections, performing smoke testing, and walking through creeks to identify issues and prevent emergencies.
AW Pipeline Technician Sr	1	This position replaces a current temporary employee and is vital in promoting environmental stewardship and reducing sanitary sewer overflows to comply with the requirements set by EPA and TCEQ. The responsibilities include conducting wastewater manhole inspections, performing smoke testing, and walking through creeks to identify issues and prevent emergencies.
Business Process Spec	1	This position replaces a temporary employee and expands data management and interpretation capabilities in Risk Management team; follows up on injuries & collisions; facilitates review boards; oversees corrective actions and makes recommendations.
IT Support Specialist Sr	2	These positions will provide IT Support for PCs/laptops and reduce the tech to device ratio to a supportable 1:230 ratio. Currently there are 1400 PCs/laptops translating to a 1:460 tech to device ratio, and best practice is a 1:75/100 ratio. They replaces a current temporary employees.
Ocptnl Health & Safety Spec Sr	1	This position replaces a current temporary employee and develops additional scorecards focused on high-risk but routine work practices addressing both distribution and treatment operational areas: traffic control practices and confined space entry practices.
Operational Optimization Total		6
Water Resource Sustainability		
Environmental Program Coordinator	1	This position consolidates responsibilities and enhances the capacity for overseeing and managing 22,000 acres of conservation easements and related landowner relationships. It also supports land management for easements and agreements across other AW Wildland properties.
Water Resource Sustainability Total		1
Workforce Development		
Orgnl Dev&Training Spec	1	This position replaces a temporary employee and supports culture, equity and employee engagement; it reports directly to Equity Program Manager dedicated to promoting diversity, equity and inclusion while improving culture and enhancing employee engagement.
Program Manager III	1	This position replaces a temporary employee and establishes an Austin Water-centric Workforce Development Program.
Workforce Development Total		2
Contractor/Temp Conversions		13