



Position Title: Data and Systems Project Manager

Terms: ASAP through July 2026

Compensation Range: \$7,000-\$8,000 monthly (contract 1099)

Reports to: Director, Program Development

Location: Hybrid

Scope of Work

This contracted position serves as the organization's primary database administrator and systems lead project manager, with a central focus on improving the constituent registration processes and systems. The contractor will be responsible for leading the team through a transformative process to improve, maintain, and optimize accessible, user-friendly data systems that support all constituents—from initial entrance registration through long-term engagement with Special Olympics Washington (SOWA).

The ideal candidate will be a dynamic project manager and strategic leader, capable of guiding cross-functional teams, driving complex system improvements, and fostering a culture of operational excellence across departments. This role ensures that registration and data systems are efficient, reliable, and inclusive, reducing barriers for all constituents and enabling better service and decision-making across the organization.

This position acts as the bridge between technology and operations, ensuring that existing platforms—particularly Dynamics 365—function seamlessly, are used consistently across departments, and evolve in response to organizational needs. The role drives operational excellence through improved data quality, reporting, accessibility, and the overall end-user support and experience.

Over the contract term (through July 2026), the Data and Systems Project Manager will lead efforts to stabilize and strengthen existing systems, standardize data practices, and build internal capacity to ensure long-term sustainability. Success will be measured by demonstrable improvements in system performance and accessibility, increased data accuracy and reporting capabilities, enhanced staff confidence and adoption of standardized processes, and the delivery of a clear roadmap for future system evolution aligned with SOWA's strategic goals and constituent needs.

Key Responsibilities

Program Database Strategy & Oversight

- Develop recommended operations plan, outlining objectives, capacity needs, training requirements, and performance metrics.
- Facilitate cross-departmental collaboration to align data strategies with program goals.

- Lead regular reviews to assess and refine database practices and propose improvements that meet the needs of the organization.

System Development & Maintenance

Dynamics 365 Developer

- Configure, support, and improve the Dynamics 365 environment in line with best practices.
- Create, modify, and troubleshoot existing applications.
- Develop customized solutions as needed.
- Test and validate system updates and enhancements.

Power BI Developer

- Develop strong data documentation.
- Design and map data models to shift raw data into meaningful insights.
- Work with internal teams to assess data reporting needs.
- Utilize Power BI to build interactive and visually appealing dashboards.

System Maintenance

- Serve as liaison with vendors for issue resolution and upgrades.
- Ensure all platforms remain functional, secure, and aligned with user needs.

Data Management & Reporting

- Standardize data entry and record-keeping practices across all departments.
- Define clear standards for constituent data status and record lifecycle.
- Ensure data quality through regular audits, de-duplication, and documentation protocols.

Training & End User Support

- Create and maintain instructional materials (guides, videos, journey maps).
- Provide regular training sessions (virtual or in-person) and respond to user feedback.
- Manage user support tickets and changes with a documented deployment schedule.

Strategic Planning & Long-Term Improvements

- Identify gaps in current systems and plan for future integration or technology enhancements.
- Write and maintain documentation for system updates.
- Ensure consistent user satisfaction and gather feedback to inform improvements.
- Manage and implement user-requested changes with a well-developed deployment schedule.
- Oversee the ongoing functionality of constituent registration systems.
- Lead execution of data system priorities outlined in SOWA's Strategic Plan.

- Develop a sustainability roadmap to support long-term ownership beyond contract term.

Success Indicators & Final Deliverables:

- Streamlined the registration system and improved constituent experience.
- Implemented organization-wide data standards and governance.
- Delivered functional, user-friendly dashboards and reporting tools.
- Increased staff, volunteer and constituent confidence through documented training and support systems.
- Developed a roadmap for sustainable system evolution tied to SOWA's strategic goals.
- Complete 2025 annual census.

Qualifications

- Bachelor's Degree in Management Information Systems (MIS), Computer Science (CS/CSIT) or equivalent field strongly preferred but other degrees will be considered based on experience.
- Experience with Power BI, Dynamics 365 (or equivalent CRM), and modern data systems such as Microsoft suite tools etc.
- Demonstrated project management and cross-functional team leadership.
- Background in system change management and digital transformation preferred.
- We're in the middle of an ongoing digital transformation, so you must be agile and flexible around existing technologies and their limitations.
- Experience with digital transformation, data migration, and change management is a plus.
- Strong communication, training, and documentation skills.

About Special Olympics Washington

We are a catalyst for inclusion! Special Olympics Washington is the leader in sports, health and community building, empowering children and adults with intellectual disabilities to be valued on and off the playing field.

Through programming in sports, health, education and community building, Special Olympics is changing the lives of people with intellectual disabilities. Special Olympics can remove barriers and stigmas that people with intellectual disabilities face, and share with the community the gifts and talents they possess. Everyone who comes in touch with Special Olympics is impacted in a way that helps them strive to achieve their personal best.

Our Commitment to Inclusion, Diversity, Equity, and Access

Special Olympics Washington commits to building an inclusive, diverse, equitable and accessible community that empowers individuals with and without intellectual disabilities to celebrate their similarities and differences. Through our programming, we foster a community of belonging and inclusion for all. Special Olympics Washington is an Equal Opportunity Employer.

Join the Team!

Be a part of Special Olympics Washington and help support thousands of athletes across the State of Washington!