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## Business Analyst, Consumer Hardware (Starlink)

SpaceX · Hawthorne, CA · 2 weeks ago · Over 100 applicants



\$75K/yr - \$95K/yr · On-site · Full-time · Entry level



1,001-5,000 employees · Aviation and Aerospace Component Manufacturing



2 school alumni work here



Skills: Data Analysis, Analytics, +8 more



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### About the job

SpaceX was founded under the belief that a future where humanity is out exploring the stars is fundamentally more exciting than one where we are not. Today SpaceX is actively developing the technologies to make this possible, with the ultimate goal of enabling human life on Mars.

#### BUSINESS ANALYST, CONSUMER HARDWARE (STARLINK)

SpaceX is leveraging its experience in building rockets and spacecraft to deploy Starlink, the world's most advanced broadband internet system. Starlink is the world's largest satellite constellation and is providing fast, reliable internet to 2M+ users worldwide. We design, build, test, and operate all parts of the system – thousands of satellites, consumer receivers that allow users to connect within minutes of unboxing, and the software that brings it all together. We've only begun to scratch the surface of Starlink's potential global impact. As we continue to upgrade and expand the constellation, we're looking for best-in-class humans to join the team

As a Starlink Business Analyst for the consumer hardware team, you'll dive deep into data, uncovering market trends and customer insights to drive strategic decisions for new products. You'll be an integral part of the engineering team's development of next-generation hardware, improving lives all over the world. You'll collaborate with cross-functional teams to optimize product offerings, streamline operations, and guide the overall user experience for Starlink products.

#### RESPONSIBILITIES:

- Conduct analyses (SQL queries, other methods) that identify issues and opportunities impacting our customers, including actionable recommendations that quantifiably change outcomes
- Define and develop department-level metrics and associated dashboards that quantify the health of our customer accounts and influence change
- Own data integrity, tool maintenance, and reporting quality

- Train internal users, external technical teams, and leaders on dashboard, API, and tool usage; assist in troubleshooting
- Support new market launches, continuous improvement, and cross-functional strategic initiatives
- Conduct user research to inform the design and development of Starlink products and services
- Plan and execute user research studies, analyze data, and present findings to key stakeholders
- Work closely with cross-functional teams to incorporate user insights into product development
- Provide guidance and training based on user research findings to customer operations and service teams

#### BASIC QUALIFICATIONS:

- Bachelor's degree
- 1+ years of professional experience in reporting and analytics within customer operations, manufacturing, quality, human resources, purchasing, operations, cost accounting, supply chain management, or consulting (internship experience is applicable)
- 1+ years of professional experience in at least one analytics language (e.g. Python, R)

#### PREFERRED SKILLS & EXPERIENCE:

- 3+ years of experience leading projects
- 3+ years of professional experience in at least one analytics language (e.g. Python, R)
- Advanced SQL proficiency (i.e. advanced joins, views/table distinctions, and basic query optimizations)
- Advanced understanding of database structures, query optimizations, ETL development
- Experience automating analytics tasks (i.e. intermediate coding skills (VBA, Python, C#, etc.))
- Start-up, consulting, or other demonstrated experience in high-growth, fast-paced, rapidly changing environment
- Strong project management and self-directed prioritization skills
- Ability to develop and maintain strong relationships across disciplines and with multiple levels of management
- Experience working with customer operations teams and tools (e.g. ticketing, account management, communications tools)

#### COMPENSATION AND BENEFITS:

Pay Range:

Business Analyst/Level I: \$75,000.00 - \$95,000.00/per year

Business Analyst/Level II: \$90,000.00 - \$115,000.00/per year

Your actual level and base salary will be determined on a case-by-case basis and may vary based on the following considerations: job-related knowledge and skills, education, and experience.

Base salary is just one part of your total rewards package at SpaceX. You may also be eligible for long-term incentives, in the form of company stock, stock options, or long-term cash awards, as well as potential discretionary bonuses and the ability to purchase additional stock at a discount through an Employee Stock Purchase Plan. You will also receive access to comprehensive medical, vision, and dental coverage, access to a 401(k) retirement plan, short and long-term disability insurance, life insurance, paid parental leave, and various other discounts and perks. You may also accrue 3 weeks of paid vacation and will be eligible for 10 or more paid holidays per year. Exempt employees are eligible for 5 days of sick leave per year.

#### ITAR REQUIREMENTS:

- To conform to U.S. Government export regulations, applicant must be a (i) U.S. citizen or national, (ii) U.S. lawful, permanent resident (aka green card holder), (iii) Refugee under 8 U.S.C.
- 1157, or (iv) Asylee under 8 U.S.C.
- 1158, or be eligible to obtain the required authorizations from the U.S. Department of State. Learn more about the ITAR here.

SpaceX is an Equal Opportunity Employer; employment with SpaceX is governed on the basis of merit, competence and qualifications and will not be influenced in any manner by race, color, religion, gender, national origin/ethnicity, veteran status, disability status, age, sexual orientation, gender identity, marital status, mental or physical disability or any other legally protected status.

Applicants wishing to view a copy of SpaceX's Affirmative Action Plan for veterans and individuals with disabilities, or applicants requiring reasonable accommodation to the application/interview process should notify the Human Resources Department at (310) 363-6000.

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Business Analyst, Hawthorne, CA

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### Pay found in job post

Retrieved from the description.

Base salary

\$75,000/yr - \$95,000/yr (from job description)

### Benefits found in job post

- 401(k)
- Disability insurance

### How you match

3 skills match your profile. Stand out by adding other skills you have.

### Skills associated with the job post

Identified by LinkedIn

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