

APPLY NOW

Technology Positions Remote | \$25–\$35/Hour Entry-Level Tech Chat Customer Service – No College Degree Needed, Complete Remote

Description

Work in Tech Without a Tech Degree – Get Paid to Solve Simple IT Issues from Home

You don't need a computer science degree or years of coding experience to break into tech. If you're comfortable around basic tech tools, can type quickly, and know how to help people troubleshoot simple problems, you can get paid **\$25–\$35 per hour** working as a **Remote IT Chat Support Agent**. We provide the training, the platform, and the flexibility—you bring the focus and reliability. This is an ideal starting point for anyone interested in IT who wants to work from home without spending years in school.

What This Remote IT Job Really Looks Like

This isn't a deep-dive developer or engineering role. It's the first line of defense: live chat support for customers with basic tech questions. From forgotten passwords to browser bugs, you'll handle common user issues using scripts, help desk software, and diagnostic tools. You'll never take a phone call, and you'll never have to solve a server crash. This is remote tech support made simple—and scalable.

What You'll Be Doing

- Respond to customer issues via live chat in a calm, professional manner
- Help troubleshoot device, software, or login-related issues using our help platform
- Provide step-by-step instructions for simple tech fixes
- Create support tickets for complex problems and route them to senior IT
- Keep detailed notes on each session for team tracking
- Use macros and templates to keep response times fast and on-brand

Common Chat Issues You'll Handle

- Can't log in? You'll verify their account and reset the credentials
- App not loading? You'll walk them through clearing the cache
- Error message? You'll search the code in our library and guide them
- Need to install or update software? You'll drop the link and show how
- Internet slow? You'll do a basic check and escalate if needed

Hiring organization

Remote Customer Service Chat Support

Employment Type

Full-time

Industry

Customer Service

Job Location

Remote work from: United States

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Tools & Skills You'll Learn on the Job

Help desk ticketing systems (e.g., Zendesk, Freshdesk)
Device/browser compatibility testing
Basic diagnostics and remote troubleshooting
Knowledge base navigation
IT escalation workflows

You're Perfect for This Role If...

You're the "tech helper" in your family or friend group
You want to break into IT but don't know where to start
You have strong typing and writing skills
You enjoy solving problems and explaining steps to others
You're organized and stay calm under pressure
You don't want to be on the phone all day
You prefer working independently from home

What You Need

Typing speed of 40+ WPM
Basic computer knowledge—know your way around settings, extensions, browsers
Solid written communication skills
Laptop or desktop computer (Windows or Mac)
Reliable high-speed internet (at least 10 Mbps download)
A quiet place to work and stay focused
No college degree required
No certifications needed—we train you on everything

Compensation & Perks

\$25–\$35/hour based on schedule and quality scores
Performance incentives available after 30 days
Biweekly pay via direct deposit
100% remote—work from anywhere in the U.S.
Part-time and full-time options available
Night shift and weekend bonuses
Paid onboarding and help desk training
Optional healthcare and dental for full-timers after 60 days
Growth paths to QA, tier 2 support, and technical onboarding roles

What a Shift Looks Like

You log in from your home setup and launch your chat dashboard. A customer's having trouble installing a desktop app—you walk them through the correct process. Another user needs help reconnecting their VPN—you use the knowledge base to pull up the right protocol and drop the link. You manage a handful of chats at once, tagging complex cases for escalation. You finish your shift with all your logs complete and a glowing rating from your customers—no stress, no calls, no clocking out in an office.

What Team Members Say

"I always wanted to work in tech but didn't think I had enough experience. This job taught me the tools and gave me a solid paycheck. Now I'm moving into advanced

roles.” – Jacob T., Nevada

“I was nervous about the IT part, but everything was so beginner-friendly. You don’t have to be a techie—you just need to pay attention.” – Amy V., Georgia

Frequently Asked Questions

Do I need IT certifications to apply?

No. This is an entry-level role with training included.

Is this a phone support job?

Not at all. You’ll be communicating via live chat only.

Can I move up into more technical roles?

Yes. We promote from within and offer learning paths toward higher-tier support and QA.

What kind of issues will I deal with?

Mostly simple troubleshooting—logins, browser issues, app usage, installations, and redirects.

Can I work overnight?

Yes! Overnight and weekend shifts are available and come with bonus pay.

Ready to Start in Tech?

This is your chance to step into the IT world without needing a degree or certification. If you’re ready to learn, solve problems, and work from home, we’re ready to bring you on board. **Click the Apply Now button** to start your application. We’re hiring nationwide and onboarding new chat agents every week. Your tech career starts here—no experience required.



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