

APPLY NOW

Help Desk Representative – Remote – No Experience Required – \$25-\$35/hr

Description

Job Title: Entry-Level Remote Help Desk Support Associate

Compensation: \$25–\$35 per hour, paid weekly

Location: Remote – Open worldwide

Schedule: Flexible; choose your own 4–8 hour shifts, 15+ hours/week minimum

Experience Required: None – beginner-friendly

Education Required: No degree required

Company Overview

A cloud-based productivity and project management software company is currently hiring for **remote help desk jobs no experience** needed. As part of their expanding digital support team, you'll help users navigate basic platform features, troubleshoot login or access issues, and route more complex technical problems to internal teams.

You'll provide help desk support entirely through written channels—live chat and ticket-based messaging. No phone calls, no screen sharing, and no IT certification required. If you're fast at learning systems, enjoy solving simple tech puzzles, and want to work in a quiet, structured environment, this position was built for you.

What You'll Be Doing

- Answer user questions about logging in, resetting passwords, and accessing dashboard tools
- Respond to support tickets using a browser-based help desk system
- Walk customers through steps to resolve minor bugs or interface issues
- Tag and categorize issues to help streamline internal fixes
- Use internal response templates and FAQs to handle the majority of inquiries
- Document resolution summaries clearly for each ticket

Why This Job Works If You're New to Tech

You're looking for **remote help desk jobs no experience** because you want to break into tech without needing years of background or expensive courses. This is your on-ramp:

- We train you on everything
- You'll never be on the phone
- You'll build experience in tools like Intercom, Zendesk, or Freshdesk
- You'll develop tech literacy without needing to code or troubleshoot hardware

Minimum Requirements

- A working computer or laptop
- Google Chrome or Firefox installed

Hiring organization

Remote Jobs No Degree Required

Employment Type

Full-time, Part-time

Industry

Customer Service

Job Location

Remote work from: United States; Canada; Australia; United Kingdom; New Zealand; Ireland; Scotland; Sweden; Belgium; Spain; Czech Republic; Brazil; France; India; South Africa; Denmark; Germany; Philippines; Mexico; India; Indonesia; Alabama, USA; Alaska, USA; Arizona, USA; Arkansas, USA; California, USA; Colorado, USA; Connecticut, USA; Delaware, USA; Florida, USA; Georgia, USA; Hawaii, USA; Idaho, USA; Illinois, USA; Indiana, USA; Iowa, USA; Kansas, USA; Kentucky, USA; Louisiana, USA; Maine, USA; Maryland, USA; Massachusetts, USA; Michigan, USA; Minnesota, USA; Mississippi, USA; Missouri, USA; Montana, USA; Nebraska, USA; Nevada, USA; New Hampshire, USA; New Jersey, USA; New Mexico, USA; New York, USA; North Carolina, USA; North Dakota, USA; Ohio, USA; Oklahoma, USA; Oregon, USA; Pennsylvania, USA; Rhode Island, USA; South Carolina, USA; South Dakota, USA; Tennessee, USA; Texas, USA; Utah, USA; Vermont, USA; Virginia, USA; Washington, USA; West Virginia, USA; Wisconsin, USA; Wyoming, USA

- Reliable high-speed internet (10 Mbps minimum)
- Typing speed of 45 WPM or better
- Good written English and attention to detail
- Patience and a calm, customer-first mindset

Base Salary

\$ 25 - \$ 35

Pay & Schedule Info

Starting pay is \$25/hr. After completing 25 shifts with an 85%+ satisfaction score, agents are reviewed for advancement to \$30-\$35/hr.

Date posted

April 29, 2026

Shifts are scheduled weekly through our shift management tool. You choose the time blocks that work for you—morning, evening, overnight, or weekends. Most agents begin at 15–25 hours per week, with the option to grow into full-time.

Valid through

01.01.2029

Training Timeline

- 2 hours of video onboarding
- Three practice help desk tickets
- One-on-one training session with a lead support specialist
- Most reps go live within 72 hours of acceptance

Example Support Flow

You start a Monday shift at 12 PM. First ticket: a customer can't access their dashboard after a password reset. You walk them through browser clearing and issue a new link. Next ticket: a user wants to know why a project won't load—you check the status page and reply with ETA and workaround options. Each issue is tracked and closed inside your dashboard with no phone calls, just efficient online support.

Real Reviews from New Tech Reps

"I had zero experience when I started. The training was straightforward, and now I'm getting tech experience while working from my kitchen table." – *Andres R., Portland, OR*

"This isn't a fake 'tech' job. It's real help desk work, but it's beginner-friendly and super structured. Best entry into remote work I've found." – *Lola J., Dublin, IE*

FAQs**Is this tech support over the phone?**

No. All help is delivered through live chat and tickets.

Do I need to understand coding or software development?

Not at all. You'll be trained to handle basic issues and escalate anything advanced.

Are there promotion opportunities?

Yes. Agents who consistently score well can move into Tier 2 or QA roles.

Do I need to be in the U.S.?

No. International applicants are encouraged to apply.

Apply Now – Launch Your Remote Tech Career

Click the Apply Now button to get started with one of the best **remote help desk jobs no experience** required. Start learning real platforms, supporting real users, and earning real pay—all from your home.



Disclosure

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