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Online Technology Positions – Entry-Level Digital Chat Technical Support | \$25–\$35/hr | No Calls, Complete Online, Global Openings

Description

Job Title: Remote Live Chat Tech Support Assistant (Entry-Level IT Role)

Compensation: \$25–\$35/hour

Location: Remote – Open Worldwide

Schedule: Flexible Weekly Shifts (15–40 hrs/week)

Experience Required: None

Education Required: No degree required

Position Overview

A fast-growing SaaS company is hiring for **Remote IT Jobs** that don't require prior experience or phone calls—just clear written communication and basic tech comfort. This entry-level role is ideal for those looking to start a career in IT or technical support, with hands-on chat-based experience and real-time support workflows.

You'll answer simple technical support questions through live chat, email-style messages, and social messaging inboxes. This is not a coding or network admin role—it's about helping users with login issues, settings, access requests, and basic navigation.

What You'll Be Doing

This is a non-phone, real-time messaging role with training provided.

Primary Tasks Include:

- Answering live chat requests for login help, product settings, or access troubleshooting
- Assisting users with account setup or browser compatibility tips
- Logging common technical issues and tagging bugs for follow-up
- Using built-in templates and system guides to assist with fast resolutions
- Submitting brief shift reports with flagged cases and common user questions

Why It's a Great Fit for Remote IT Beginners

- You're looking for **remote IT jobs** that offer real entry into the industry without certifications
- You enjoy solving problems and explaining tech to non-technical users

Hiring organization

Remote Chat Support Customer Service Jobs

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

- You want real hourly pay for technical support—not gigs or forums
- You prefer calm, text-only communication without meetings or calls
- You're eager to learn, adapt, and move toward higher-tier support roles

Tools & Setup Requirements

This role is fully managed via browser-based platforms with built-in support libraries.

You'll Need:

- Desktop or laptop with current browser
- Reliable internet connection (15 Mbps+)
- Typing speed of 45+ WPM
- Clear English writing skills and interest in software/help desk tools
- Availability for 3+ weekly shifts (4–6 hours each)

Pay, Schedule & Growth Potential

- **Hourly Rate:** \$25–\$35/hr based on accuracy and chat ratings
- **Payout Method:** Weekly via PayPal, Wise, or Payoneer
- **Training:** Paid training with tech tool simulations and support scenarios
- **Schedule:** Flexible—choose weekly shifts based on your timezone and availability
- **Career Path:** Eligible for promotion into Tier 2 tech support, documentation, or QA after 60 days

Sample Shift Overview

You log in at 2 PM and help a customer reset their password. Another user needs browser tips to view their dashboard correctly. You walk them through using a saved reply and close the session. By 6 PM, you've handled 18 chats, flagged one bug, and submitted your shift report—zero calls, all tech-focused support.

Agent Testimonials

"I wanted a way to break into IT without certs, and this helped me build real experience that I can now list on my resume." – Priya S., India

"It's the perfect job to get comfortable with SaaS tools and support flows. I've already moved into advanced queues." – Malcolm T., U.S.

FAQs

Q: Is coding required for this role?

A: No. You'll be trained on how to use internal tools and respond using clear, simple tech replies.

Q: Are there phone calls or screen shares?

A: None. This job is entirely live chat and written messaging.

Q: Can I grow into a full IT support role from here?

A: Yes. Many agents go on to Tier 2 support or QA testing within 2–3 months.

Q: Do I need a computer science degree?

A: Absolutely not. This role is open to all tech-curious applicants with good written English.

Base Salary

\$ 25 - \$ 35

Date posted

April 29, 2026

Valid through

01.01.2029

Apply Now

Click the **Apply Now button** to begin your journey into real **remote IT jobs**—starting with live chat support, full training, and great pay. Build your resume while helping users from the comfort of your home. No calls. No pressure. Just tech, solved.



Disclosure

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