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APPLY NOW

Remote IT Jobs Entry Level – Launch Your Tech Career from Home

Description

Position Overview

If you've been searching for **remote IT jobs entry level**, this opportunity provides a flexible way to begin a career in tech support without needing a degree or prior experience. You'll assist users with troubleshooting software, managing support tickets, and providing technical help from the comfort of your home. It's a practical entry point for anyone interested in technology who wants to build experience in an industry with long-term growth potential.

Why Entry-Level Remote IT Jobs Are in Demand

Businesses rely heavily on digital systems, and downtime can cost thousands per hour. As remote operations grow, companies increasingly depend on online help desk teams to provide 24/7 support. That shift has opened doors for new professionals ready to learn and grow remotely—especially those motivated by stable work, flexible schedules, and opportunities for advancement.

Responsibilities

- Provide first-level technical assistance to users via chat, email, or phone.
- Diagnose and resolve issues with hardware, software, or connectivity.
- Escalate unresolved problems to Tier 2 or engineering teams.
- Document solutions and maintain detailed troubleshooting logs.
- Update system configurations following company standards.
- Follow checklists to ensure system performance and customer satisfaction.
- Communicate clearly and professionally during every interaction.

Requirements

- No degree or IT background required—training is provided.
- Familiarity with Windows or macOS operating systems.
- Basic understanding of browsers, email platforms, and cloud tools.
- Reliable computer (8GB RAM or higher) and strong internet connection.
- Ability to multitask, manage time, and handle multiple tickets.
- Strong written communication skills and attention to detail.

Training & Onboarding

Comprehensive virtual onboarding prepares you for live support work:

- **Week 1:** Core IT concepts, troubleshooting logic, and communication guidelines.
- **Week 2:** Hands-on training with live simulations in help desk software.
- **Week 3:** Active ticket handling under mentor supervision.

Hiring organization

Indeed Remote 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

All training materials are beginner-friendly and include video modules, live workshops, and guided exercises to help you gain confidence.

Work Environment & Schedule

The position is fully remote. Employees can select shifts that fit their schedules—whether mornings, afternoons, or overnight hours. You'll work through secure remote access tools and communicate via Slack or Teams. The environment emphasizes autonomy while ensuring support through constant access to technical leads.

Compensation & Benefits

Starting pay ranges from **\$23–\$36 per hour**, with weekly payments available. Benefits include:

- Paid training and certification reimbursements
 - Flexible scheduling (full or part time)
 - Internet stipends for long-term contractors
 - Health and wellness benefits for full-time roles
 - Paid time off after 90 days of service
- Remote work also saves approximately **\$2,000 annually** in commuting and related expenses.

Career Growth Opportunities

Your first year as an entry-level IT specialist can open doors to multiple career paths:

- **Help Desk Technician (Tier 2):** Handle escalated or advanced tickets.
 - **Systems Administrator Assistant:** Manage network configurations and user accounts.
 - **Cybersecurity Analyst (Junior Level):** Monitor systems for vulnerabilities.
 - **Technical Project Coordinator:** Oversee IT projects and migrations.
- With continuous training, you can grow from entry-level to mid-tier technical roles within 12–18 months.

Tools & Technology

You'll gain hands-on experience with leading IT tools:

- Ticket management (Freshservice, Zendesk, Jira)
 - Remote access platforms (TeamViewer, ConnectWise, AnyDesk)
 - Cloud systems (Google Workspace, Microsoft 365)
 - Security software and password management tools
- Technical mentors will guide you through setup, best practices, and problem-solving workflows.

Remote Work Advantages

- **Flexibility:** Choose your hours and work environment.
- **Focus:** Enjoy fewer distractions in your personalized workspace.
- **Savings:** Avoid commuting costs and city-based expenses.
- **Experience:** Gain valuable skills while working with real users.
- **Accessibility:** Start your career without a degree or prior certifications.

Who Excels in This Role

This position fits individuals who are logical thinkers, quick learners, and problem solvers. It's ideal for:

Base Salary

\$ 25 - \$ 35

Date posted

January 27, 2025

Valid through

01.01.2029

- Students studying technology or computer science.
 - Career changers interested in remote IT work.
 - Freelancers or part-timers seeking weekend or evening shifts.
 - Self-taught tech enthusiasts ready to formalize their experience.
- If you enjoy troubleshooting and helping others understand technology, you'll thrive in this role.

Industry Outlook

The IT support sector continues to grow, especially within remote-first companies. According to recent market data, entry-level IT jobs are projected to expand by over 12% annually due to the digital transformation of small businesses and enterprise networks alike. Remote specialists play a critical role in ensuring uptime and security across industries.

Performance Expectations

- Average response time: under 10 minutes per ticket.
 - Resolution accuracy: 95% or higher.
 - Customer satisfaction score: 90% or above.
 - Consistent attendance for scheduled shifts.
- Exceptional performers gain access to specialized certifications funded by the company.

Summary

This **entry-level remote IT job** provides a legitimate gateway into a growing technical field. You'll receive training, support, and the flexibility to build your skills while earning from home. If you're curious about technology and motivated to learn, this is your starting point for a lasting IT career.

Click **apply now** below to apply.



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