

Part-Time Tier 1 Customer Support Analyst

Description

VITG is hiring a part-time Tier 1 Customer Support Analyst to provide first-line support to its user community. The role focuses on handling initial support requests, documenting issues, and helping users resolve routine technical problems.

Responsibilities

- Provide initial Tier 1 support to users.
- Receive, document and track support requests.
- Resolve routine issues using approved support procedures.
- Escalate more complex problems when needed.
- Maintain professional communication with users.

Qualifications

- Strong communication and customer-support skills.
- Comfort working with common computer systems and support tools.
- Good troubleshooting and documentation habits.
- Ability to work reliably on a part-time schedule.

Skills

Tier 1 support, help desk, troubleshooting, ticket documentation, customer support, communication.

Job Benefits

Part-time customer support opportunity with remote-friendly work.

How To Apply

Apply through the current listing: [VITG Customer Support Analyst application](#).

Hiring organization

VITG

Employment Type

Part-time

Industry

Information Technology / Customer Support

Job Location

Remote, United States, United States

Remote work possible

Working Hours

Part-time schedule; exact hours were not specified in the available listing.

Base Salary

20.00

Date posted

October 4, 2026