Job Posting: 177724 - Position: S26 Support Enablement Engineer Intern 177724

Co-op Work Term Posted:	2026 - Summer
App Deadline	02/18/2026 09:00 AM
Application Method:	Through Employer Website
Posting Goes Live:	01/27/2026 11:26 AM
Job Posting Status:	Approved

ORGANIZATION INFORMATION

Organization	Dropbox
Address Line 1	185 Berry St. Suite 400
City	San Francisco
Postal Code / Zip Code	94107
Province / State	CA

JOB POSTING INFORMATION

Placement Term	2026 - Summer
<b> Job Title <b>	S26 Support Enablement Engineer Intern 177724
Position Type	Co-op Position
Job Location	Multiple Locations
Country	Canada
Duration	4 months
Salary Currency	CAD
Salary	4000.0 per month for 40 Major List
Salary Range $	$4,000-$4,500 CAD
Job Description	

Job Title: Support Enablement Engineer Intern (Summer 2026)

Dropbox is a Virtual First company. For this role, we are currently only authorized to hire candidates from the following provinces: Alberta, British Columbia, Ontario, and Saskatchewan.

Role Description

As a Support Enablement Engineer Intern, you will play a critical role in executing and implementing AI-driven enablement initiatives that transform how Dropbox delivers customer support at scale. Embedded within the Customer Experience (CX) organization, you will help operationalize AI capabilities, automate support workflows, and strengthen the systems that empower our global support teams.

This is a highly hands-on, execution-focused role where you will contribute directly to real-world AI enablement projects. Your work will streamline support operations, improve agent efficiency, and elevate customer outcomes. By collaborating closely with cross-functional technology partners across Dropbox, you will help translate emerging AI capabilities into practical, scalable solutions that meaningfully enhance the customer support experience.

In our Virtual First work culture, you'll connect with with Dropboxers virtually and in-person to build the foundation of a strong professional network. As a Summer intern, you will also have the opportunity to attend our Emerging Talent Summit, where participants from our intern and early-career programs come together in person to build lasting relationships, explore learning and development opportunities, and prepare for their career journey ahead.

For Summer 2026, we offer two start dates culminating in a 12-week internship:

• May 26 - August 14, 2026

• June 30 - Sep 18, 2026

Responsibilities

• Support the execution and rollout of AI-driven enablement initiatives across Customer Experience (CX) support workflows, working under the guidance of enablement engineers and AI Program Manager.

• Assist in designing, testing, and deploying AI-powered workflows, such as:

• Monitor and troubleshoot issues related to CX tools and AI integrations, helping ensure system reliability, performance, and scalability.

• Analyze support and operational data to identify opportunities for AI-driven automation and workflow improvements.

• Collaborate with cross-functional partners across CX, Customer Experience & Success (CXS) Tech, and Go-to-Market (GTM) Platforms teams to ensure AI solutions align with real customer support needs and operational constraints.

• Develop and deploy automation scripts, configurations, or integrations to support AI enablement efforts.

Compensation

Canada Pay Range

$4,000-$4,500 CAD

The rate listed above is the expected monthly rate for this role, subject to change.

Company Description

Dropbox isn't just a workplace-it's a living lab for more enlightened ways of working. We're a global community of bold visionaries and resourceful doers who are shaping the future of Dropbox-and with it the future of work. Our Virtual First model combines the autonomy of a distributed workplace with the power of human connection, making space for both meaningful work and meaningful relationships. With our start-up mindset and enterprise-level opportunities, you can be who you are and grow into who you're meant to be. Here, you can own your impact to make work more intuitive, joyful, and human-for you as a Dropboxer and for hundreds of millions of people worldwide. If you're ready to push boundaries-and yourself- Dropbox is ready for you.

Team Description

The Dropbox Emerging Talent program shapes the future of work by empowering the next generation of innovators. We transform potential into impact by connecting exceptional early-career professionals with meaningful challenges that can touch hundreds of millions of lives. Our program allows interns and apprentices to work alongside industry experts, bringing fresh perspectives while solving interesting problems. We foster growth through hands-on learning, dedicated mentorship, and a vibrant community that supports your journey from day one. If you're ready to launch your career in an environment that combines real-world impact with genuine connection, join our Emerging Talent program. We will be hiring for these departments in 2025: Engineering, Customer Experience, Sales, Legal, Office of the CEO

Benefits

Dropbox is committed to investing in the holistic health and wellbeing of all Dropboxers and their families.

Our benefits and perks programs include:

• Medical, Dental, and Vision coverage

• Flexible PTO/Paid Time Off, paid holidays, Volunteer Time Off, and more, allowing you time to unplug, unwind, and refresh

• Perks Allowance to be used on what matters most to you, whether that's wellness, learning and development, food and groceries, and much more

• Mental health and wellness benefits

• Monthly Internet Allowance

• Intern Social Stipend

• Annual Emerging Talent Summit, travel and hotel accommodations provided

Additional benefits details are available upon request.

Dropbox supports responsible use of AI for preparation, but misrepresentation of skills or experience is not permitted. See our AI philosophy.

Dropbox is an equal opportunity employer. We are a welcoming place for everyone, and we do our best to make sure all people feel supported and connected at work. A big part of that effort is our support for members and allies of internal groups like Asians at Dropbox, BlackDropboxers, enABLE, TODOS (Latinx), Pridebox (LGBTQ), Vets at Dropbox, and Women at Dropbox.

Job Requirements

Requirements

• Currently pursuing an undergraduate degree in Computer Science, Information Technology, Information Systems, Systems Engineering, or a related technical field, with an expected graduation date in 2027.

• Demonstrated interest in solutions engineering, technology enablement, workflow automation, and applying AI-driven solutions to operational problems.

• Hands-on experience through coursework, projects, internships, or labs with AI, APIs, system integrations, or workflow automation

concepts.
- Foundational familiarity with AI-enabled systems or tools used to support operational workflows *(e.g., agent assist, knowledge retrieval, intelligent routing, or similar applications)*, either through academic projects, tooling exposure, or self-directed learning.
- Experience with at least one programming or scripting language *(e.g., Python, JavaScript)* and comfort working in a development or configuration-based environment.
- Analytical mindset with the ability to interpret data, identify patterns, and translate insights into practical process or tooling improvements.
- Ability to work independently on well-scoped tasks while collaborating effectively with cross-functional partners in a virtual team environment.
- Ability to clearly explain technical concepts to both technical and non-technical audiences.
- Curious, adaptable, and motivated to learn, iterate, and apply new technologies, particularly AI to real-world customer support and operational challenges.
- Exposure to CX tools *(e.g., ticketing systems, knowledge bases, internal tooling)* is a plus but not required.

Preferred Qualifications
- Exposure to Customer Experience (CX) or support operations: Including hands-on experience with support tooling, case workflows, or service operations environments through internships, part-time roles, or academic projects.
- Experience building or configuring automation: Including scripts, integrations, or low-code/no-code workflows that reduced manual effort or improved operational efficiency.
- Familiarity with data analysis or visualization: To measure adoption, performance, or outcomes, using tools such as dashboards, spreadsheets, SQL, or similar analytics platforms.
- Experience collaborating cross-functionally with technical and non-technical partners to translate requirements into practical solutions.
- Demonstrated interest in applied AI enablement: Including experimentation with AI tools, prompt iteration, model outputs, or human-in-the-loop workflows in operational contexts.
- Hands-on experience with modern AI technologies and workflows, such as LLMs (ChatGPT, Claude, Gemini), automation platforms (n8n, Make, Gumloop), building AI agents, API integrations, MCP, AI coding assistants (Cursor, Claude Code), and no/low-code AI platforms (Lovable, Replit, Bolt).

Citizenship Requirement   N/A

APPLICATION INFORMATION

Application Procedure   Through Employer Website
Cover Letter Required?   Yes
Address Cover Letter to   Hiring Manager
Special Application Instructions

Application Link:

https://jobs.dropbox.com/listing/7531481
Please click the "I intend to apply to this position" button on SCOPE and also submit your application via the employer's website. Applications are accepted on a rolling basis and the posting may be expired at any time by the employer as submissions are received. Students should submit their applications as soon as they are ready.