

Position Yourself for Expanding Pharmacy Technician Roles

Pharmacy technician roles will continue to evolve beyond traditional dispensing duties...due to industry changes, AI and automation, etc.

But this doesn't mean pharmacy technician jobs will go away.

Rather, expect roles to shift toward different areas.

Clinical support. There'll still be a need for qualified pharmacy techs to assist with advanced patient care services...such as giving immunizations and performing point-of-care testing (cholesterol, etc).

Also anticipate more positions to support medication therapy management (MTM) or specialty programs that aim to optimize drug therapy, outcomes, and quality measures (Star Ratings, etc).

For example, some techs are working remotely or in call centers to perform outreach to patients about adherence or med-related problems.

Others are becoming certified community health workers...to connect patients to health and social services and decrease barriers to care.

These roles often require excellent communication and some clinical knowledge. Look into our PTU Elite Programs on Immunizations, Point-of-Care Testing, and Soft Skills to develop your skills and expertise.

Technology and informatics. More technicians are moving into roles that oversee computer systems, software applications, or other technology needed to support pharmacy or healthcare operations.

For instance, a Pharmacy Tech Informatics Specialist may assist with implementing, maintaining, and troubleshooting automated dispensing or compounding systems or electronic health record databases.

Position yourself for a role in this area by networking with pharmacy IT or informatics professionals...learning about health info technology...volunteering for technology-related projects...etc.

Leadership. Supervisory or management roles for techs are increasing...so that pharmacists can focus more on direct patient care.

For example, a Lead Tech or Operations Manager may work on staff scheduling, navigating drug shortages, and ensuring regulatory compliance.

Look for state boards, pharmacy associations, and employer task forces to give techs more seats at the table as well. Your insight can be invaluable in shaping policies, regulations, new initiatives, etc.

Training and education. Demand for techs is projected to grow 7% through 2033...as patients age, Rx's for chronic meds increase, etc.

This is leading to more opportunities to educate new techs...plus new credentialing programs, such as a Certified Pharmacy Technician Educator (CPTed) from the Pharmacy Technician Certification Board (PTCB).

If you have an interest in teaching, talk with your manager about how you can get involved. Get our Preceptor's Guide for tips.

We're also looking for pharmacy techs to help shape our educational content by volunteering as a peer reviewer or specialty consultant. If you'd be great at reviewing our articles and giving practical feedback, submit a comment to

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