# The State of the Pharmacy Technician Workforce

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**NABP/AACP District IV Meeting**
**October 15, 2026**

# Financial Disclosure

Ryan Burke declares that he has not had a relevant affiliation or financial arrangement with any ineligible companies that may have a direct interest in the subject matter of this continuing pharmacy education activity within the past 24 months.

Additionally, members of the District 4 Planning Committee and NABP staff involved in the planning of this activity do not have any current affiliation or financial arrangement with any ineligible companies that may have a direct interest in the subject matter of NABP's CPE program within the last 24 months.

# AI Disclosure

Slides 8 & 10 were created using Claude in September 2026.

# Learning Objectives

- Describe the current regulatory landscape for pharmacy technicians and recent changes across select states.
- Summarize key findings from recent pharmacy technician workforce research.
- Explain how credentials support pharmacy technician career advancement.

# Regulatory Update

# Regulatory Landscape

**50**

States and jurisdictions require registration or licensure

**18**

States require national certification

**26**

States and jurisdictions with technician seats allocated on board of pharmacy

**25**

States allowing technician product verification

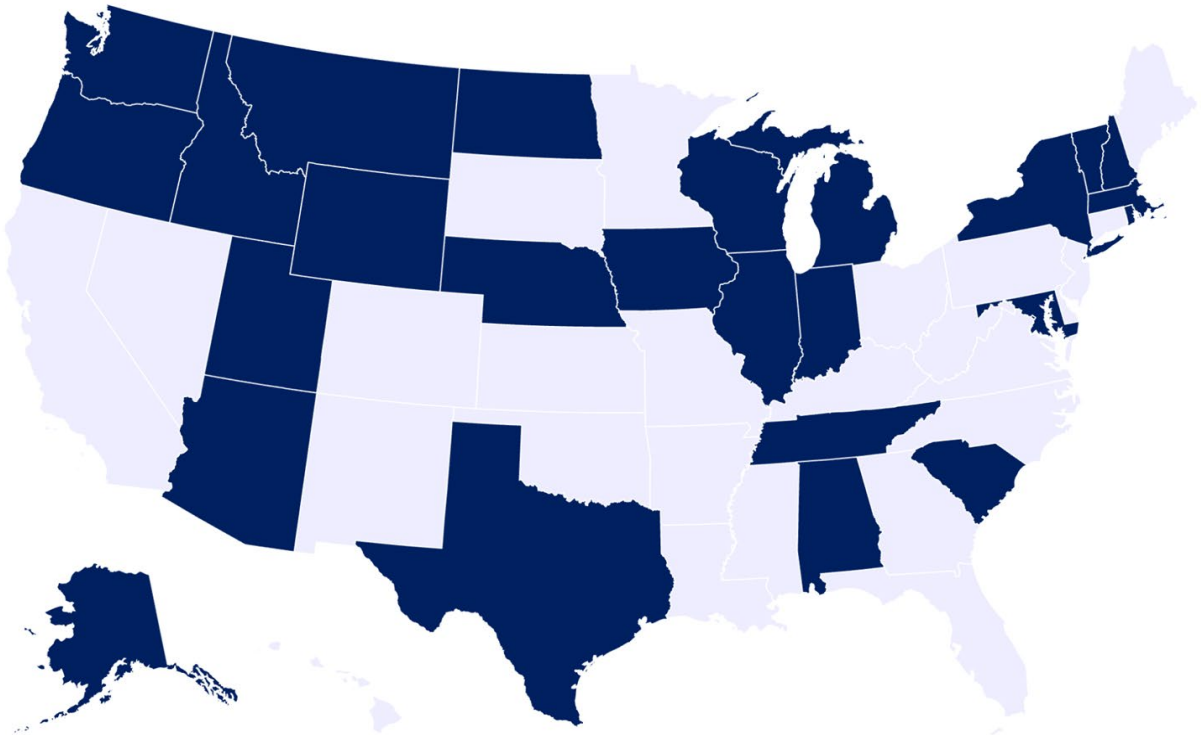
**48**

States and jurisdictions allowing technician to administer immunizations

# CPhT Renewals and State Requirements

- 18 states require national certification
- 10 states require renewal of national certification
- Utilization of CPE Monitor® to assist with PTCB renewal requirements
- NABP data indicates that nationally certified technicians have fewer state board disciplinary actions against them

# Technicians Serving on Boards of Pharmacy



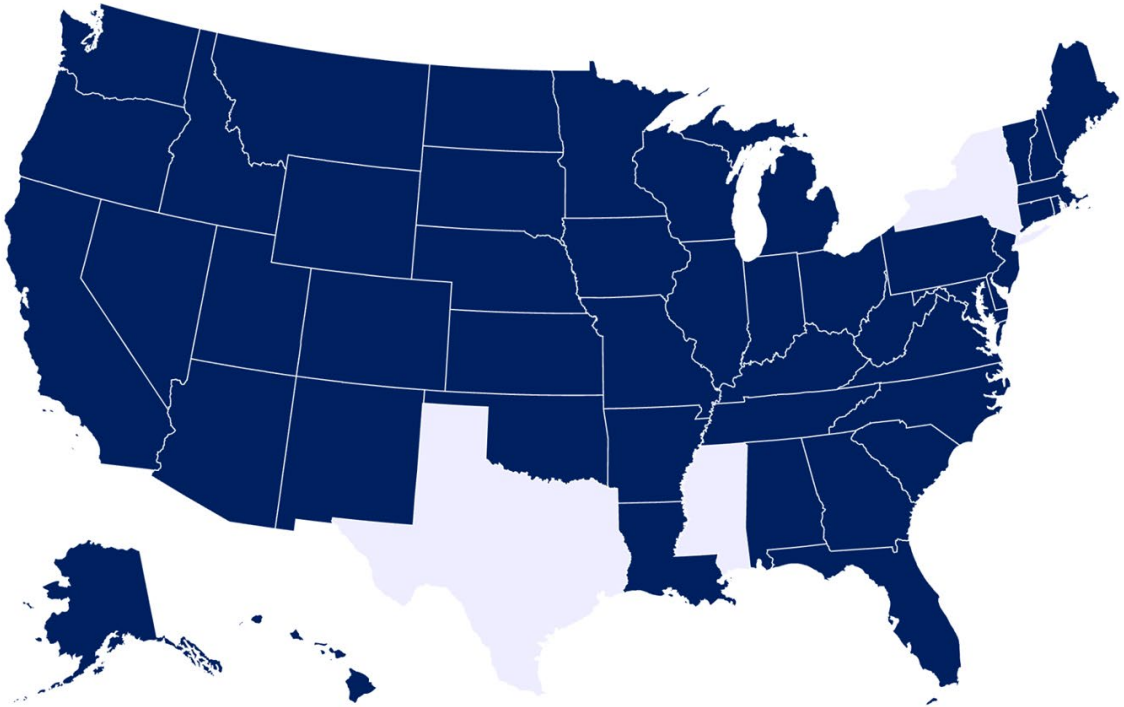
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# Technician Product Verification Advancements

North Carolina expanded its pathway for technicians to perform product verification

- Technicians now qualify using CPhT-Adv credentials and a TPV certificate
- This update prioritizes patient safety while effectively utilizing experienced technicians
- The model offers a straightforward way for other states to modernize rules

# Technician Immunization Administration Authority



Created with Claude. September 2026.

2025

# THE STATE OF THE PHARMACY TECHNICIAN WORKFORCE

## THE RISE OF THE EXPERT CORE AND RETENTION OPPORTUNITIES



# Key Findings

**The Professionalization Pivot:** For the first time, more than 63% of technicians now consider the profession a long-term career, up nearly 4% since 2022.

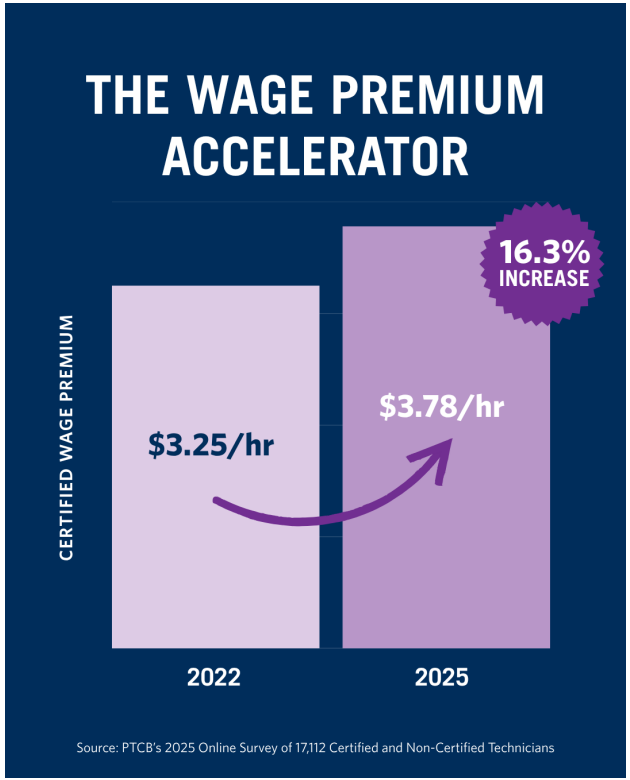
**The Rise of the "Expert Core":** 41% of pharmacy technicians have been certified for 10+ years, providing a stabilizing foundation of experience for pharmacies nationwide.

Source: PTCB's 2025 Online Survey of 17,112 Certified and Non-Certified Technicians

# Key Findings

**The Certified Wage Premium:**

The premium for national certification jumped from $3.25 in 2022 to $3.78 in 2025.



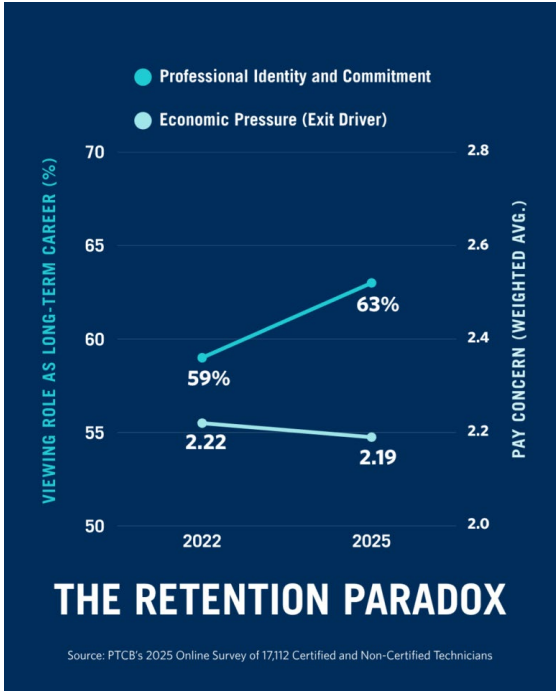
# Key Findings

**The 20% Certification Advantage:** National certification has evolved from an optional credential to a major economic driver, providing a consistent 20% wage advantage over uncertified peers.



# Key Findings

**The Retention Tension:** Despite high career dedication, “lack of pay/incentives” remains the #1 reason for potential turnover, highlighting the continuing need for the industry to align compensation with advanced responsibilities.



# Key Findings

**Employer-Led Growth:**

There has been a 6.3% increase in employer-based training programs. Pharmacies are increasingly taking ownership of their own pipelines, replacing traditional college routes with internal training programs.



# Recommendations for Employers

1

## Reward the Credential

Expand use of certification as the benchmark for higher-tier responsibilities and compensation.

2

## Invest in Internal Growth

Expand training into specialized roles — sterile compounding, immunization, supply chain — to keep veteran technicians engaged.

3

## Address the Wage Gap

Job satisfaction is high at 85%, but morale depends on pay reflecting the growing sophistication of technician duties.

# Workforce Survey Whitepaper

# Advancement Opportunities

# Why Advancement Matters

**For Students/Technicians**

A visible path from CPhT to specialized, higher-paid roles

**For Educators**

A retention and recruitment story; show students where this leads

**For Workforce**

Standardized verification for technicians practicing at the top of their training

PTCB


CPhT
Certified Pharmacy Technician
PTCB CERTIFICATION
CPhT-Adv
Advanced Certified Pharmacy Technician
PTCB CERTIFICATION
CSPT
Certified Compounded Sterile Preparation Technician
PTCB CERTIFICATION
CPTEd
Certified Pharmacy Technician Educator
PTCB CERTIFICATION
Billing and Reimbursement
PTCB CERTIFICATE
Controlled Substances Diversion Prevention
PTCB CERTIFICATE
Hazardous Drug Management
PTCB CERTIFICATE
Immunization Administration
PTCB CERTIFICATE
Medication History
PTCB CERTIFICATE
Medication Therapy Management
PTCB CERTIFICATE
Nonsterile Compounding
PTCB CERTIFICATE
Point-of-Care Testing
PTCB CERTIFICATE
Regulatory Compliance
PTCB CERTIFICATE
Supply Chain and Inventory Management
PTCB CERTIFICATE
Technician Product Verification
PTCB CERTIFICATE

# CPhT-Adv® Requirements



# Assessment Question #1

**According to the the 2025 PTCB Workforce Survey, which training setting/modality grew between 2022 and 2025?**

A. Community College Programs
B. Employer-based Training Programs
C. On-the-job Training
D. Military Training Programs

# Assessment Question #2

**Which of the following is true about the CPhT-Adv® credential?**

A. Individuals must have at least 5 years of work experience to be eligible.
B. Individuals must earn at least 4 assessment-based certificates (or CSPT + 3) to be eligible.
C. Individuals must earn at least 5 assessment-based certificates (or CSPT + 4) to be eligible.
D. CPhT-Adv credential holders must earn 15 additional hours of CE every two years.

# Assessment Question #3

**According to the the 2025 PTCB Workforce Survey, what is the average wage difference between Certified Pharmacy Technicians (CPhTs) and uncertified individuals?**

A. 10%
B. 15%
C. 20%
D. 25%

# Questions

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# Session Code

# 3RHC

0.5 contact hours (0.05 CEU)

0205-9999-26-109-L99-P

0205-9999-26-109-L99-T

**Claims must be submitted by the morning of December 14, 2026.**

*https://nabp.pharmacy/claimcpe*

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