New-Mailbox -Shared -Name "Internal IT" -DisplayName "Internal IT" -Alias InternalIT

Or convert existing user mailbox to shared mailbox

Set-Mailbox internalit@example.com -Type shared

add-mailboxpermission -identity internalit@example.com -user EXAMPLEinternalit -accessrights FullAccess add-adpermission -identity internalit@example.com -user EXAMPLEinternalit extendedrights Send-as

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